Commonwealth of Virginia
Virginia Information Technologies Agency

NOVELL SOFTWARE PRODUCTS AND SERVICES

Optional Use Contract

Date: July 31, 2003

Contract #:   VA-991150-NOVL

Prior Contract #:   20827-00

Authorized User: State Agencies, Institutions and Public Bodies

Contractor: NOVELL, INC.

FIN: 87-03339

Contact Persons: See Contractor Data Form

Term: November 1, 2001 – October 31, 2003

F.O.B.:   Destination

Terms: Net 30

For Additional Information, Please Contact:

Contract Compliance Information:	Technical Information:
Mrs. T. J. Hudson	Ann Sells
Contracts Administrator	Contract Officer
Phone: 804-371-5971	Phone: 804-371-5988
E-Mail: tj.hudson@vita.virginia.gov	E-Mail: ann.sells@vita.virginia.gov
Fax: 804-371-5969	Fax: 804-371-5969

NOTES: Individual Commonwealth of Virginia employees are not authorized to purchase equipment or services for their personal use from this Contract.

For updates, please visit our Website at http://www.oas.virginia.gov

As a result of this contract being delegated to DIT by DGS/DPS effective November 5, 1999, please contact Ann Sells, Contracts Engineer, for technical information and disregard any reference within contract to contact the previous DPS Buyer, Rebecca P. Barnett.

VIRGINIA INFORMATION TECHNOLOGIES AGENCY (VITA): Prior review and approval by VITA for purchases in excess of $100,000.00 is required for State Agencies and Institutions only.

SPECIAL YEAR 2000 WARRANTY INFORMATION: See Contract Section V.

VA-991150-NOVL
CONTRACT CHANGE LOG

Change No.	Description of Change	Effective Date
1	To Add Page 3, which increases Discount Prices	12/19/00
2	To extend Term	9/24/01
3	To change vendor address, update Contractor Data Information and Update Price List	11/20/01
4	To update Contractor Data Information (Page 7)	07/17/02
5	To update Price List	11/21/02
6	To update VITA information	07/01/03

TO: STATE AGENCIES, INSTITUTIONS, AND PUBLIC BODIES

DATE: NOVEMBER 20, 2001

RE: **CONTRACT # VA-991159-NOVL**

CHANGE #:   2
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NOVELL'S ADDRESS, CONTRACTOR DATA FORM, AND MLA PRICE LIST ARE
HEREBY CHANGED.

1.   Novell's Address is changed to read: Novell, Inc.
                                                     1800 S. Novell Place
                                                     Provo, UT 84606

2.   Reference Contract page 6 fro updated Contractor Data Information

3.   Reference Updated MLA Price List dated September 2001.

(NOTE: Disregard old Novell address indicated on all Novell forms, all forms should be mailed
to the above address.)

D. Ann Sells
Contracts Engineer
Virginia Department of Information Technology
Acquisition Services Division
110 South 7th Street
Richmond, Virginia 23219
PH #: (804) 371-5988
FX#: (804) 371-5969
E-mail: asells@dit.state.va.us

TO: STATE AGENCIES, INSITUTIONS, AND PUBLIC BODIES

DATE: DECEMBER 07, 2000

RE: **CONTRACT #991150-NOVL - NOVELL SOFTWARE PRODUCTS AND SERVICES**

CHANGE #: 1

THE FOLLOWING PRICES AND/OR TERMS AND CONDITIONS ARE HEREBY CHANGED AS FOLLOWS:

Good news! Per Contract section #III.A.7.a., the Commonwealth has reached a cumulative volume purchase level that entitles us to an additional 4% discount for licenses and maintenance and shall remain for the current contract term and any renewals thereof.   The initial 38% discount off Novell 9/99 MLA Price List is <u>NOW</u> increased to **42% off Novell 9/99 MLA Price List.**

Except as changed by this Change #1, all other terms and conditions of the Contract will remain unchanged and in full force and effect.

D. Ann Sells, CPPB, VCO
Contracts Engineer
Virginia Department of Information Technology
Acquisition Services Division
110 South 7th Street
Richmond, VA 23219
PH # (804) 371-5988
FX # (804) 371-5969
Email: asells@dit.state.va.us

GENERAL INSTRUCTIONS

1. <u>Orders</u>. Unless otherwise instructed by the Division of Purchases and Supply, all departments, institutions and agencies of the Commonwealth of Virginia may order items listed by issuing agency purchase orders (Form DPS-41-056) or by issuing their own purchase order form.

   - <u>Written Purchase Orders Required by the Contractor</u>. State agencies, institutions and public bodies are required to supply written purchase order forms for all contract orders regardless of the dollar value of the order.

   - All purchase orders must be accompanied by the documentation set forth in Contract Sections III.A.3 and III.A.4 (MLA Orders) or Contract Section III.B.4 and III.B.5 (ALA Orders).

2. If this contract is authorized for use by public bodies (see line item 6, page 1), Virginia cities, counties, towns and political subdivisions may use their own purchase order form to order items listed in this contract.

3. Inspection on delivery and approval of the Contractor's invoice is the responsibility of the receiving state agency, institution or public body.

4. Any complaint as to quality, faulty or delinquent delivery, or violation of contract provisions by contractor shall be reported to the Dept. of Information Technology for handling with the contractor. Preprinted forms (DGS-41-024), by which to facilitate the notification of the contractor and this office of complaints, are available from the Division of Purchases and Supply (786-3522).

REVISED 11/27/01
CHANGE #3

TABLE OF CONTENTS

REVISED 11/27/01
CHANGE #3

CONTRACTOR DATA FORM

1. **CONTRACTOR'S NAME:**   **Novell, Inc.**
    FEDERAL ID NUMBER: **87-03339**
    BUSINESS ADDRESS: **1800 S. Novell Place**
    CITY, STATE, ZIP: **Provo, Utah 84606**

2. **CONTRACTOR'S CONTRACT ADMINISTRATOR**
    Name: **Dia Kopin**
    Title: **Contract Management**
    Telephone: **(617) 914-8332**
    Fax: **(617) 914-8202**
    E-mail: **dia.kopin@novell.com**

3. **OUTSIDE SALES INFORMATION**
    Name: **Wendy Wickens**
    Title: **Account Executive**
    Telephone: **(703) 713-3514**
    Cell: **(703) 338-0611**
    Fax: **(703) 713-3555**
    E-mail: **wwickens@novell.com**

4. **INSIDE SALES INFORMATION**

    Name: **Janelle Wayman**
    Address: **1800 S. Novell Place**
    City, State, Zip: **Provo, Utah 84606**
    Telephone: **(800) 453-1267 X18460**
    Fax: **(801) 861-8470**
    E-mail: **jwayman@novell.com**

5. **MAIL OR FAX ORDERS TO (Except Novell Premium Services….see below)**
    Firm Name: **Novell, Inc.**
    Attn: **Janelle Wayman**
    Address: **1800 S. Novell Place**
    City, State, Zip: **Provo, Utah 84606**
    Telephone: **(800) 453-1267 X18460**
    Fax: **(801) 861-8470**

6. **NOVELL PREMIUM SERVICES**
    Firm Name: **Novell, Inc.**
    Address: **1800 S. Novell Place**
    City, State, Zip: **Provo, Utah 84606**
    Telephone: **(801) 861-9010**
    Fax: **(801) 861-8470**
    Technical Support
    Incident Telephone: **(801) 858-4000**

I.   BACKGROUND

The Commonwealth of Virginia and Novell, Inc., have successfully negotiated a Novell Customer Connections Master License Agreement (MLA) and a Novell Academic License Agreement (ALA). Each of these Agreements includes customized provisions developed specifically to meet the Commonwealth's needs. These negotiated Agreements, together with any subsequent revisions and/or updates thereto, are incorporated by reference into this Contract.

This Contract is not intended to provide a complete review of the Novell MLA and ALA documents. These documents can be downloaded from the ASD Website, http://asd.state.va.us) in accordance with the instructions set forth in Contract Section VI. State agencies, institutions and public bodies must download, print, and thoroughly review the provisions of the negotiated Agreement documents prior to use of this Contract.

While not a mandatory use contract, this Contract is available for use by all Commonwealth of Virginia state agencies, institutions, and public bodies.

II.   CONTRACT OVERVIEW – Purchase Options

A.   Novell Customer Connections Master License Agreement

The Novell Customer Connections Master License Agreement (MLA) is designed to help reduce the total cost of software ownership while making it easier to acquire Novell software products on an as needed basis. The Novell MLA offers a number of important benefits including:

- Volume Pricing
- Instant Access To Software
- Investment Protection
- Easy Access To Technical Services (not including Consulting Services)

B.   Novell Academic License Agreement (Higher Education Only)

The Novell Academic License Agreement (ALA) is designed to help institutions of higher education manage Novell Software on an enterprise basis. Under the ALA, institutions of higher education can acquire the ALA Software Product Set on for a "Per Workstation" or a "Per FTE" fee.

The ALA Software Product Set includes:
- NetWare,
- LAN WorkGroup,
- LAN Workplace,
- ManageWise,
- GroupWise Mailbox,
- Z.E.N.works,
- NDS for NT/Solaris, and
- IMS (Internet Messaging System).
- (Optional) BorderManager Enterprise Edition. If the optional BorderManager Enterprise Edition license fee is paid, BorderManager Enterprise Edition is also included in the ALA Software Product Set.

III. HOW TO USE THE CONTRACT

A. <u>Novell Customer Connections Master License Agreement (MLA)</u>

1. MLA Source Documents

This contract is not intended to provide a complete review of the Novell MLA documents. These documents can be downloaded from the | ASD Website. http://asd.state.va.us ` in accordance with the instructions set forth in Contract Section VI. State agencies, institutions and public bodies must download, print, and thoroughly review the provisions of the negotiated MLA documents prior to use of this Contract.

2. MLA Term

October 22, 1999 thru November October 31, 2001.

The MLA term will be automatically renewed for two-year periods until either party gives written notice otherwise at least 60 days prior to the end of the MLA term.

3. Placing MLA Orders

You may purchase Software Licenses, Maintenance, and Technical Services (excluding Consulting Services) by submitting to Novell the documents set forth under Contract Sections III.A.5 and III.A.6 below.

a. If during a month Customer makes copies of Software (1) for which Discounted License and Maintenance Fees have not been paid, <u>and</u> (b) for which the total applicable Discounted License Fees amount to $500 or more, Customer must immediately submit an order for all such Discounted License and Maintenance Fees have not been paid.
b. Otherwise, Customer must submit an order no later than the last day of each month in which it makes copies of Software.

4. MLA Customer Location Coordinator

Each state agency, institution and public body that chooses to participate in the Novell MLA is required to designate a Customer Location Coordinator when placing its initial order. Customer Location Coordinators are responsible for conducting your day-to-day MLA business, including the following:

a. Ensure MLA Schedules (including Order Forms) are executed and remain updated during the MLA;
b. Coordinate additional orders;
c. Track and maintain a written record of the location of all Master Software and duplicated Master Software in accordance with MLA Section 5.1;
d. Coordinate the required annual self audits as set forth in MLA Section 8.1; and
e. Maintain audit file documentation as set forth in MLA Sections 5.1 and 8.2.

A Customer's Location Coordinator may be changed by delivering written notice to Novell signed by the Customer's authorized representative.

5. MLA Initial Orders

To initiate participation in the Novell MLA, you must submit an initial order which consists of a completed:

a. purchase order (required);
b. MLA Schedule C, Order Form (required);
c. MLA Annex 2, Membership Form (required); and
d. MLA Schedule B, Novell Premium Support Information and Order Form (if appropriate).

Upon receipt of your initial order, Novell will provide you:

a. A unique MLA Membership Number which must be referenced on each subsequent order you submit.
b. A complete set of Novell Master Software which must be used for all software installations transacted by the initial and subsequent orders.

6. MLA Subsequent Orders

To place a subsequent order, you must submit the following documents:

a. A purchase order (required);
b. MLA Schedule C, Order Form (required); and
c. MLA Schedule B, Novell Premium Support Information and Order Form (if appropriate).

7. MLA Pricing, Price Lists, and Minimum Orders

a. MLA Pricing.

Except as set forth in Section III.A.7.b below, Contract pricing is based on a percentage discount off the Novell September 1999 MLA Price List (MLA Appendix C).

The initial contract discounts are:

Licenses[1]	38% discount off Novell 9/99 MLA Price List
Maintenance [1][2][3]:	38% discount off Novell 9/99 MLA Price List
Technical Services [4]:	10% discount off Novell 9/99 MLA Price List

[1] Upon reaching a cumulative volume purchase level under the MLA of $5 million before discount, the volume discount for licenses and maintenance will be increased to 42% and shall remain so for the remainder of the then current MLA term and any renewals thereof. When this happens, a Notice of Contract Change will be issued.

[2] Except as set forth in MLA Sections 6, 7.2 and 9.5.4, Maintenance is mandatory for all licenses acquired under and transitioned into the MLA.

[3] The Discounted Maintenance Fee is calculated on an annual basis and paid annually in advance with each Maintenance period expiring at the end of each MLA Annual

REVISED 9/24/01
CHANGE #2

Period. The initial Discounted Maintenance Fee for a license is calculated from the first day of the month following the earlier of (1) Customer's submission of an order, or (b) Customer's making of a Software copy, through the end of the then current MLA Annual Period.

[4] Consulting Services are not covered by this contract.

b.   MLA Price and Product Changes

During the initial two-year term of the MLA, contract prices are determined using the published Novell September 1999 MLA Price List. During this two-year term, Novell will not increase the list prices for products included in the September 1999 MLA Price List. Novell may, however, (a) decrease prices and/or (b) add or delete available products by publishing a new MLA Price List. In such cases, the new price list will be applicable only to the products for which prices have decreased and/or to products which have been added since the previously published Novell MLA Price List. In the event Novell publishes a new MLA Price List, it will e-mail copies to each Customer for which a MLA Membership Form has been processed. See MLA Sections 2.15 and 7.6.

c.   MLA Minimum Orders

Except for initial orders submitted with the Membership Form, the minimum order amount is $500 before discount. This minimum requirement will not apply to orders that must be submitted at the end of every month under MLA Section 7.1 or to an order for Master Software.

8.   MLA Payment Terms

Under the terms of the MLA, Novell will not provide License Confirmation Documents; the Customer's purchase order constitutes Proof of License. Therefore all fees are due and payable within 30 days from the invoice received date.

9.   MLA Software Licenses and Product Use Rights

a.   MLA Software Licenses

In accordance with MLA Section 2.8, "License means the Customer's entitlement to use the Software as described in the MLA's license terms. For purposes of this MLA, the Customer's purchase order copy shall constitute the proof of License".

b.   MLA Product Use Rights

In accordance with MLA Section 4.4, the license terms (i.e., product use rights) are set forth in the MLA Membership Form's License Terms Attachment (MLA Annex 2a).

10.   MLA Master Software

Novell will provide, at no charge upon receipt of initial order, to each Commonwealth of Virginia Customer Location Coordinator Master Software from which Customer may copy and install Licensed Works.

Customer may make and install Software copies from the Master Software for Customer's internal use (including an archival or backup copy for each Software License).

All copies of Software must be made from the Master Software and must reproduce the Master Software's serial number and all proprietary rights notices.

The Customer Location Coordinator is required to track and maintain a written record of the location of all Master Software and duplicated Master Software in accordance with MLA Section 5.1.

Upon termination or expiration of the MLA, Customer's right to use Master Software terminates and Customer must return all Master Software to Novell. Novell will replace, at no charge, Customer's MLA Software with Novell's commercial Software which provides Customer at least equivalent functionality. See MLA Section 9.5.1.

11.   MLA Software Maintenance

    a.   Maintenance is Mandatory

        Except as set forth in MLA Section 6, 7.2, and 9.5.4, Maintenance is mandatory for all Software licenses granted under the MLA and Discounted Maintenance Fees will be charged for such services throughout the MLA term.

    b.   Maintenance Includes

        (1) Upgrades and Updates as set forth in MLA Section 6.1.

        (2) Technical Services as set forth in MLA Section 6.2.

            NOTE: In accordance with the provisions of MLA Section 6.2, the Customer is responsible for determining the number of technical Support contacts, incidents, and support kits for which it qualifies and to provide the required information to Novell using MLA Schedule B.

12.   MLA Technical Services

Excluding Consulting Services, Customer may purchase Technical Services to supplement those for which it qualifies under the MLA Maintenance provisions. Consulting Services can not be purchased under this contract.

13.   Transition from MLA

Upon (1) expiration or termination of the MLA or (2) cancellation of Maintenance, Novell and the Customer will work together to transition the (1) Customer or (2) licenses for which Maintenance was cancelled from the MLA. This process will include replacing MLA Software with Novell's commercial Software which provides Customer at least equivalent functionality. This transition shall occur at no cost to the Customer. See MLA Section 9.5.

B.   Novell Academic License Agreement (ALA) – Institutions Of Higher Education Only

1.   ALA Source Documents

This contract is not intended to provide a complete review of the Novell ALA. This document can be downloaded from the ASD Website, http://asd.state.va.us), in accordance with the instructions set forth in Contract Section VI. State agencies, institutions and public bodies must download, print, and thoroughly review the provisions of the negotiated ALA prior to use of this Contract.

2.   ALA Term

The term of the ALA begins on the Effective Date and remains in effect for a period of three years after the first day of the month following the Effective date. The ALA will be automatically renewed for one year periods until either party gives written notice at least ninety days prior to the end of the ALA term.

3.   ALA Location Coordinator (Primary Contact)

Each institution of higher education that chooses to participate in the Novell ALA is required to designate a Customer Location Coordinator (Primary Contact on the ALA document). Customer Location Coordinators (Primary Contacts) are responsible for conducting your day-to-day MLA business, including the following:

a.   Ensure ALA Annual Fee Worksheets are processed in accordance with ALA Section 6; and
b.   Track and maintain a written record of the location of all Master Software and duplicated Master Software in accordance with ALA Sections 3.1 and 3.5.

A Customer's Location Coordinator may be changed by delivering written notice to Novell signed by the Customer's authorized representative.

4.   ALA Initial Order

To initiate participation in the ALA, you must submit an initial order which consists of a completed:

a.   purchase order (required);
b.   Academic License Agreement (required);
c.   Academic License Agreement Annual Fee Worksheet (required); and
d.   Installed Base Upgrade Form (required).

Upon receipt of your initial order, Novell will provide you a set of Master Software from which you may install the ALA Software Product Set.

5.   ALA Subsequent Orders

Within at least 15 days prior to the end of each ALA Annual Period, you must submit:

a.   A purchase order (required); and

b. A new ALA Annual Fee Worksheet (required) certifying either
- the total number of Customer workstations <u>or</u>
- the total number of Customer Full-Time Equivalent (FTE) faculty, staff and students.

6. ALA Pricing and Minimum Orders

a. ALA License Fee

The ALA License Fee is an annual payment that must be paid each year during the ALA term and any renewals thereof. The ALA License Fee is set forth in the ALA Annual Fee Worksheet. Novell may revise the ALA prices in accordance with the provisions of ALA Section 6.3.

b. ALA Minimum Orders

The minimum ALA Annual License Fee is $10,000.

7. ALA Payment Terms

Under the terms of the ALA, Novell will not provide License Confirmation Documents; the Customer's purchase order constitutes Proof of License. Therefore <u>all fees are due and payable within 30 days from the invoice received date.</u>

8. ALA Software Licenses and Product Use Rights

a. ALA Software Licenses

For purposes of the ALA, the Customer's purchase order copy combined with the fully executed ALA, ALA Annual Fee Worksheet, and ALA Installed Base Upgrade Form shall constitute the proof of License. See also ALA Section 2.

b. ALA Product Use Rights

The ALA License is subject to the terms of the ALA as well as the license terms and restrictions set forth in the applicable End User License Agreement ("EULA") document that accompanies the Software product. If there is a conflict between the provisions of the EULA and the ALA, the ALA provisions shall prevail. <u>Novell will, upon receipt of Customer's request, provide copies of the applicable EULA's prior to execution of the ALA.</u>

9. ALA Master Software

Novell will provide, at no additional charge, one set of ALA Master Software media for Software ordered under the ALA. The Customer Location Coordinator (Primary Contact) must keep a written record of the location of ALA Master Software it receives and any copies it makes under the ALA. Upon ALA termination, Customer's right to use ALA Master Software terminates and Customer must return all ALA Master Software to Novell.

10. ALA Software Maintenance

For any Software covered by Customer's payment of the ALA annual fee, Novell will make available any Upgrades released during the ALA within a reasonable period of time after they become commercially available. Upgrades to non-Novell products delivered with ALA software may not be available from Novell. See ALA Section 4.

11. ALA Technical Services

No technical services are included in the ALA.

12. Transition from the ALA

a. New Licenses.

During the ALA term, upon ALA annual license fee payment and subject to the provisions of Contract Section 12.c below, Customer will receive perpetual license rights for new licenses installed under the ALA equal in value to 30% of the ALA annual license fee. Pricing for such licenses shall be determined from the then current Novell ALA Price List. (See ALA Annual Fee Worksheet.)

b. Installed Base Upgrade Licenses

Upon execution of the ALA, Customer may list on the Installed Base Upgrade Form software licenses owned by Customer prior to ALA execution. During the initial term of the ALA, upon payment of an ALA annual license fee, Customer shall be licensed to any Upgrades for one third of its existing Novell software licenses listed on the Installed Base Upgrade Form submitted with the initial order. This one-third of the Installed Base Novell software licenses is covered under the Upgrade Protection terms of the ALA. Customer's rights to use these licenses will continue upon ALA termination or expiration. (See ALA Installed Base Upgrade Form.)

c. Transition From The ALA

Upon termination or expiration of the ALA, all rights granted under the ALA will immediately terminate and Customer shall return all software media to Novell and remove all software copies made thereunder.

- All licenses purchased outside of the ALA will remain the property of Customer and will survive termination or expiration of the ALA.

- All Installed Based Upgrade licenses acquired in accordance with ALA Section 7.6.1 will remain the property of Customer and will survive termination or expiration of the ALA.

- Within 30 days after termination or expiration of the ALA, Customer may submit an order for any licenses available under the above Section 12.a.

Reference also ALA Sections 7.5, 7.5.1, and 7.6.2.

IV.   **DTP APPROVAL REQUIRED**

State agencies and institutions are required to obtain advance approval from the Department of Technology Planning (DTP) for contract orders greater than $100,000. Additional information relative to this requirement may be obtained from the DTP Website (**www.dtp.state.va.us**) or by calling Jerry Simonoff, DTP, (804) 225-3622.

V.   **YEAR 2000 COMPLIANT (AND ENABLEMENT) WARRANTY**

Prior to making any Contract purchases of Novell software products, you must thoroughly review the Novell Year 2000 Compliant (And Enablement) Warranty set forth in MLA Section 11.8 and ALA Section 11.

VI.   **ATTACHMENTS**

The below-listed Attachments, which are incorporated herein by reference, can be downloaded from the DPS Website at www.state.va.us/dps . Follow the prompts for "State Contracts".

ALA:	Academic License Agreement
MLA:	Master License Agreement
Schedule A:	MLA Coordinators
Schedule B:	Novell Premium Support Information and Order Form For State and Local Government MLA Customers
Schedule C:	Order Form
Annex 1:	Self-Audit Form
Annex 2:	Membership Form
Annex 2a:	Membership Form Attachment A - License Terms
Appendix A:	MLA Customer Guide
Appendix B:	MLA Premium Services Guide
Appendix C:	MLA Price List

CDCI Approval Memorandum – Novell Year 2000 Warranty

State agencies, institutions and public bodies must download, print, and thoroughly review the provisions of these negotiated Agreement documents prior to use of this Contract.

NOVELL CUSTOMER CONNECTIONS®
Academic License Agreement

This Academic License Agreement (ALA) is entered into by Novell, Inc., a Delaware corporation with headquarters at 1555 North Technology Way, Orem, Utah 84097, ("Novell"), and the customer entity signing below ("Customer"). This ALA consists of these Terms and Conditions, the Annual Fee Worksheet and the End User License Agreements of the Software covered under this program.

Terms and Conditions

The Commonwealth of Virginia *Vendors Manual* (December 1998) is hereby incorporated into this Program Agreement. In the event of conflict between the terms and conditions of the ALA and the Commonwealth of Virginia *Vendors Manual*, the Commonwealth of Virginia Vendors Manual shall prevail.

1   **Definitions.** Capitalized terms used in the ALA are defined as follows.

1.1   ALA License Fee means the license fee set forth in the attached ALA Annual Fee Worksheet that Customer must pay to be licensed under this ALA to use Software. The ALA License Fee is an annual payment that must be paid each year during the ALA term.

1.2   Annual Period means the period beginning on the first day of the month following the Effective Date and ending one year thereafter, and each consecutive one-year period thereafter during the term of the ALA.

1.3   Authorized Users means, for each organization for which the Annual License Fee has been paid, (a) students currently enrolled in Customer, and (b) Customer's faculty and administrative personnel.

1.4   Customer means a higher educational organization that has been approved by Novell and has signed this ALA. The Customer signing this ALA will be liable for the actions and omissions of all it's schools, educational administrative organizations, or other entities with respect to obligations under this ALA.

1.5   Effective Date means the date on which the ALA is signed by an authorized Customer representative, which will follow Novell's signing.

1.6   Internal Use means use by (a) Authorized Users for Customer's internal operations, and (b) while performing work for Customer on Customer's premises, Customer's consultants and contractors. Student use of the Software is restricted to use on equipment owned or leased by Customer.

1.7   Master Software means master media from which Customer may install Software.

1.8   Software means (collectively or individually, as the context requires) the Novell software licensed under this ALA.

1.9   Upgrade means any new version of a Software product which bears the same product name, including version changes evidenced by a number change immediately to either the right or left of the decimal (for example, GroupWise 5.1 to 5.2 or GroupWise 4.0 to 5.0). If a question arises as to whether a product offering is an Upgrade or a new product, Novell's opinion will prevail, provided Novell treats the product offering the same for its end user customers generally.

1.10   Workstation means any single-user computer or workstation, whether attached to a network or otherwise, that is owned or leased and operated by Customer at Customer's location.

2   **Licenses.** Subject to the provisions of this ALA, for the term of the ALA only, and conditional upon Customer paying the applicable annual ALA License Fee, Novell grants and Customer accepts a non-exclusive, non-transferable license to copy and distribute the software identified on the ALA Annual Fee Worksheet for Internal Use by Authorized Users on Customer's Workstations. Only Authorized Users may copy and/or use the software. Novell will make available to Customer, upon Customer's request, copies of the applicable End User License Agreements.

2.1   Department Workstation. Despite any provision in the ALA to the contrary, if Customer purchases the ALA for less than an entire organization, such purchase must be made using Department Workstation pricing, and only Authorized Users within the department or organizational unit for which the Workstation price was paid are licensed to use the Software.

2.2   Limited Warranty and Additional Terms. The Academic License is subject to the license terms and restrictions set forth in the applicable End User License Agreement document that accompany a Software product. This License Terms document describes the limited warranty and warranty disclaimers for ALA Software, and is incorporated into the ALA. If there is a conflict between a provision of the License Terms document and this ALA, the ALA provisions shall govern.

2.3   Removal from Price List . For any Software licensed under the ALA which Novell removes from the Novell Product Price List, Customer may not make additional copies of the product after such removal occurs, unless Novell agrees in writing otherwise.

2.4   GroupWise Mailbox License. Customer must include as part of the Annual Fee Worksheet a report showing the number of GroupWise Mailboxes (accounts for the storage of electronic mail, whether attached to a network and/or remote) created for the GroupWise product.

2.4.1   Remote Access. A Mailbox License for the use of faculty or staff will include the right to remote access. A GroupWise Mailbox license used by a student can only be used with remote access if (a) Customer agrees to track all Master Software created for installation of student workstations (b) Customer ensures students given remote access agree to the license terms of the Software and (c) Customer accepts liability for students actions in regard to the software license. Should Customer choose not to accept the above student remote access terms, Customer may implement a GroupWise Mailbox License for student use that provides remote access only through GroupWise Web Access.

2.5   Special Products. Products delivered under the ALA to Customer that include non-Novell products, evaluation products, or products requiring key activation, may require additional purchase if Customer chooses to be licensed to use such products, and such products may not be available under this ALA on a site license basis.

2.6   Third-Party Royalties. The use and copying of some Novell software products under the ALA may require payment of royalties to third-party licensors. If such products are made available hereunder, and if Customer elects to use such products, Customer must report (in a form and manner specified by Novell) Customer's copying and use of all such products and must pay the required royalties, provided that Novell gives Customer written notice of the royalty obligation at or before the time Customer makes copies of such products under this ALA.

3   **Delivery of Software Media and Documentation.**

3.1   Software Media. Novell will provide Customer 1 set of software media for software ordered under the ALA. Novell will make available to Customer, either directly or through third parties, additional sets of software media at the prices listed in the Novell

Academic Price List. Customer must keep a written record of the location of Master Software it receives under the ALA. Upon ALA termination, Customer's right to use Master Software terminates, and Customer must return all Master Software to Novell (see 7.4.1 below). Master Software is not available in all regions; in such regions Novell will fulfill ALA orders using other media.

3.2   Delivery. Delivery in the United States will be made F.O.B. Destination, pre-paid/absorbed.

3.3   Title & Risk of Loss. For shipment within the United States, title to any deliverables, exclusive of Novell's rights to intellectual property, and risk of loss will pass to Customer upon delivery to Customer.. Notwithstanding the above provisions, no title to Master Software is transferred to Customer.

3.4   Duplication. Subject to the ALA's license restrictions, Customer may make and install Software copies from the Master Software for Internal Use (including an archival or backup copy for each Software product licensed). All copies of Software must be made from the Master Software and must reproduce any serial numbers and all proprietary rights notices. Customer may make copies of the Documentation, up to the number of licenses purchased, for use with the Software.

3.5   Customer's Responsibility. Customer agrees to track all Master Software and duplicated Master Software and to return or destroy all Master Software and any such copies upon termination or expiration of the ALA. Customer shall not allow Master Software to be used in any instance for anything but Customer's Internal Use.

3.6   Documentation. Other than documentation in electronic or CD-ROM format, no documentation will be provided to Customer as part of the annual fee. Customer may copy the Documentation from the on-line screen for use with the Software.

4   Upgrade Protection. For any Software covered by Customer's payment of the ALA annual fee, Novell will make available any Upgrades released during the ALA within a reasonable period of time after they become commercially available. Upgrades to non-Novell products delivered with ALA software may not be available from Novell. Nothing in this ALA shall be construed to warrant or imply that any Upgrades will be produced for any product .

5   Technical Services. No technical services are included in the ALA. Technical Services may be purchased through Novell or a Novell-approved third party provider under separate contract. Customer should contact a third party or refer to the Novell Internet web site for information concerning technical support programs or other a la carte support options.

6   Placing Orders and Payment Terms.
6.1   Annual License Fee. Customer may obtain Software by submitting to Novell a completed and signed ALA Annual Fee Worksheet with a Customer purchase order for the amount of the annual fee. The total, non-refundable annual license fee will be payable in a lump sum net 30 days from the invoice received date.

6.1.1   Within at least 15 days prior to the end of each Annual Period, Customer shall submit to Novell a new ALA Annual Fee Worksheet certifying either (a) the total number of Customer workstations or (b) the total number of Customer Full-Time Equivalent (FTE) faculty, staff and students. Customer shall submit the applicable annual ALA License Fee Purchase Order with the ALA Annual Fee Worksheet.

6.2   Minimum Order. The minimum Annual License Fee is $10,000.

6.3   Price and Product Changes. Novell may revise the ALA prices at any time to (a) change the prices for Software licenses or other deliverables, or (b) add or delete available products or other offerings. Any price increase made to a Software product license which Customer has previously purchased under the ALA will

only apply to subsequent license purchases. If the ALA prices change less than 120 days prior to the end of a contract term, Customer may choose to terminate the ALA by giving written notice to Novell within 30 days of Novell providing Customer with the price change notification.

6.4   Taxes. Sales to the Commonwealth of Virginia are normally exempt from State sales tax. State sales and use tax certificates of exemption, Form ST-12, will be issued upon request. Deliveries against this contract shall usually be free of Federal excise and transportation taxes. The Commonwealth's excise tax exemption registration number is 54-73-0076K.

6.5   Late Payments. Payments made later than the invoice due date will accrue interest from the date due to the date paid at the lesser of the rate of twelve percent (12%) per annum or the highest rate allowed by applicable law. Customer will pay reasonable costs and attorney's fees if Novell is required to undertake collection measures against Customer.

6.6   U.S. Dollar Payments. All fees shall be paid in U.S. Dollars.

7   Term and Termination.
7.1   Term. The term of this ALA will begin on the Effective Date and will remain in effect for a period of three years after the first day of the month following the Effective Date. The ALA will be automatically renewed for one year periods until either party gives written notice at least ninety (90) days prior to the end of the ALA term.

7.2   Termination for Cause. Either party may terminate the ALA upon written notice for the substantial breach by the other party of any material term, if such breach is not cured within 30 days following receipt of written notice of breach from the non-breaching party. If Customer terminates the ALA for cause, Novell will refund Customer a prorated portion of the annual fees paid for the period beyond termination.

7.3   Termination for Convenience. Either party may terminate the ALA solely for convenience at the end of any annual period by giving the other party written notice at least ninety (90) days prior to the end of the annual period. If Novell terminates for convenience, Novell will refund Customer an amount, prorated on a monthly basis, of the ALA License Fee to cover the unexpired term.

7.4   Availability of Funds. Novell understands and agrees that funds required to fund the contract must be appropriated by the Commonwealth of Virginia General Assembly or local governing body for each fiscal year included within the Term of the ALA. The ALA shall not be binding upon the Customer for any period in which funds are not appropriated, and the Customer shall not be liable for any costs associated with termination due to non-appropriation.

7.5   Effect of Termination. Upon expiration or termination of the ALA for any reason, Customer's right to duplicate the Software and to acquire new licenses or receive Upgrades and Updates through ALA Upgrade Protection will immediately terminate. Except as may be explicitly provided for in the ALA, License and Upgrade Protection Fees paid by Customer are non-cancelable and non-refundable.

7.5.1   Transition from ALA. Upon termination or expiration of the ALA, all rights granted under the ALA will immediately terminate and Customer shall return all software media to Novell and remove all software copies made hereunder. All licenses purchased outside of the ALA or acquired pursuant to Section 7.5, Ownership Registration, will remain the property of Customer and will survive termination or expiration of the ALA. Within 30 days after termination or expiration hereof: (a) Customer may submit an order for any licenses available under Section 7.6.2, and (b) Customer shall certify in writing that all copies of Software for which no continuing licenses have been purchased have been removed and that all fees due have been paid.

7.5.2 Survival of Terms. For any licenses Customer uses after expiration of the ALA under the previous Transition from ALA section, the General Terms provision below and the terms of the applicable End User License Agreements govern Customer's use of the Software.

7.6 Ownership Registration

7.6.1 Installed Base Upgrade. Upon execution of the ALA, Customer may list on the Installed Base Upgrade Form software licenses owned by Customer prior to ALA execution and which have the same product name as the licenses Customer requests on the ALA Annual Fee Worksheet. Proof of ownership of such licenses may be required. During the initial term of the ALA, upon payment of an ALA annual license fee Customer shall be licensed to any Upgrades to such licenses for one-third of the software licenses listed; this one-third of the Installed Base licenses is covered under the Upgrade Protection terms of the ALA. Customer's rights to use these licenses will continue upon contract termination or expiration.

7.6.2 New Licenses. During the ALA term, upon ALA annual license fee payment, Customer will receive perpetual license rights for new licenses installed under the ALA equal in value to 30% of the ALA annual license fee. Pricing for such licenses shall be determined from the then current Novell Academic Price List

8 Formal Audits.

During the ALA term and for two years after its termination, Novell will have the right, at its expense and upon no less than 30 (thirty) calendar days prior written notice, to audit Customer's use of the Licensed Works and available records related to this use and ALA payments. At a minimum, "available records" will include a complete list of all copies of master software, the date each copy was made, and the name, work address, and telephone number of the person responsible for the safe-keeping of the master software copy; a complete list of when and where new licenses were added and the dates and purchase order numbers for purchasing the additional licenses added. Such audit may be conducted by Novell or its authorized representative, will not interfere unreasonably with Customer's business activities, and will be conducted no more often than once per calendar year, unless a previous audit disclosed a material discrepancy. If such audit shows Customer understated actual use of the Licensed Works or otherwise underpaid amounts owing, Customer will immediately pay all amounts owing. Novell will use information received during an audit solely for the purposes of this ALA and will otherwise maintain the confidentiality of such information.

9 Limitation of Liability. TO THE EXTENT ALLOWED BY APPLICABLE LAW, NOVELL WILL NOT BE LIABLE TO CUSTOMER FOR INDIRECT, SPECIAL, RELIANCE, INCIDENTAL, OR CONSEQUENTIAL LOSS OR DAMAGE OF ANY KIND (INCLUDING LOSS OF PROFITS, BUSINESS, OR DATA) RELATED TO OR ARISING UNDER THIS ALA, WHETHER IN A CONTRACT, TORT OR OTHER ACTION FOR OR ARISING OUT OF BREACH OF WARRANTY, BREACH OF CONTRACT, DELAY, NEGLIGENCE, STRICT LIABILITY OR OTHERWISE. Some states/jurisdictions do not allow exclusion or limitation of incidental or consequential damages, so these exclusions or limitations may not be applicable.

9.1 TO THE EXTENT ALLOWED BY APPLICABLE LAW, NOVELL'S LIABILITY TO A CUSTOMER FOR ANY CAUSE OF ACTION ARISING UNDER THIS ALA WILL NOT EXCEED THE AMOUNT OF FEES PAID BY THAT CUSTOMER UNDER THIS ALA.

10. Intellectual Property Indemnification.

10.1. Novell will defend or settle any claim, suit or proceeding brought against Customer so far as it is based on an allegation that a Licensed Work infringes a patent or copyright of the country in which Customer takes delivery of such Licensed Work. Novell will pay any damages, costs and expenses finally awarded (or agreed to by settlement) in any such claim, suit, or proceeding. Novell shall be relieved of the foregoing obligation unless (a) Customer promptly notifies Novell of any such claim, (b) Novell has sole control of the defense and all related settlement negotiations, and (c) Customer provides Novell with the reasonable assistance, information and authority necessary to perform the above. If Customer desires to have separate legal representation in any such action, Customer shall be responsible for the costs and fees of its separate counsel.

10.2. If a Licensed Work is held to infringe and use of such Licensed Work is enjoined, or if in Novell's opinion a Licensed Work is likely to become the subject of infringement, Customer will permit Novell, at Novell's option and expense, to: (a) procure for Customer the right to continue to use the Licensed Work, or (b) replace or modify the Licensed Work so that it becomes non-infringing and has the same or additional functionality and comparable or improved performance characteristics, or (c) upon Customer's return of the infringing Licensed Work, refund to Customer the consideration paid for such Licensed Work as amortized on a straight-line basis over a 3-year period from the date of delivery, whereupon Novell's continued liability to Customer will cease.

10.3. Novell shall have no obligation or liability for infringement that results from:
(a) Novell's compliance with Customer's designs, specifications, or instructions,
(b) use of other than the current release of the Licensed Works, if the infringement would have been avoided by use of the current release and if the infringement occurs more than 90 days after Novell has made a public announcement or notified Customer that a previous release may infringe,
(c) a modification of the Licensed Works that was not requested or authorized in writing by Novell,
(d) use or combination of the Licensed Works with non-Novell software, equipment, or other data other than as specified in the Documentation or otherwise approved in writing by Novell for use with the Licensed Works,
(e) the furnishing to Customer of any information, service, or technical support by a third party, or
(f) non-licensed use of the Licensed Works.

10.4. Indemnification Limitation. TO THE EXTENT ALLOWED BY APPLICABLE LAW, NOVELL'S LIABILITY UNDER THIS SECTION 10 IS LIMITED BY SECTION 9.1. THIS SECTION 10 STATES THE ENTIRE AND EXCLUSIVE OBLIGATION OF NOVELL TO CUSTOMER REGARDING ANY INFRINGEMENT CLAIM OR MISAPPROPRIATION OF ANY THIRD PARTY'S INTELLECTUAL PROPERTY RIGHTS.

11. YEAR 2000 COMPLIANT (AND ENABLEMENT) WARRANTY:
Novell warrants that any Licensed Work delivered to the Commonwealth of Virginia under the Academic License Agreement (ALA) and which is used in accordance with the product documentation provided by Novell, and which is used with any applicable updates and fixes made available by Novell (Note 1), shall be 4-digit Year 2000 compliant (or approved enabled), provided other products used with the Software properly exchange accurate date data with it (Note 2). AYear 2000 Compliant@ means a product accurately processes all date-change data from start to finish, including, but not limited to, twentieth, twenty-first centuries and leap year calculations, except that this warranty does not apply to dates used as a device or system=s operating date which are prior to January 1, 1980 or after December 31, 2034 (Note 3). Also, data fields must include the indication of century and millennium, except that a date may be represented without a century and millennium if the correct century is unambiguous for all manipulations involving that date (Note 4).

Any Licensed Work provided under this MLA discovered not to be compliant during the warranty term shall be corrected by Novell at no additional cost to the Commonwealth, or at Novell=s option, Novell may refund the purchase price of the product. Failure to do so shall subject Novell to default action.

For products purchased on or prior to March 30, 2000, this warranty expires June 30, 2000 (Note 5). For products purchased on or after April 1, 2000, this warranty expires 120 days after receipt of license confirmation from Novell. This warranty does not apply to third party products supplied by Novell whether or not bundled with Novell products, except to the extent a third party product may be embedded in a Novell product and is essential to use of the Novell product. The Novell Third Party Product Table can be accessed at Novell's Year 2000 website at http://www.novell.com/year2000/third_party.html.

Note 1 This warranty applies to the version of a Licensed Work with its updates, because the update may be necessary to provide Y2K compliance.

Note 2 This qualification is necessary because if Novell's network operating system, for example, receives bad date data from the underlying hardware BIOS, Novell's network operating system isn=t responsible.

Note 3 The dates 1980 and 2035 are key dates for many vendors in the computer industry. When the UNIX system was developed, it was designed to address date/time issues by counting off the number of seconds that transpired since 1/1/1970. When networking software was developed, including NetWare, it followed the same methodology In some instances, the counter will exceed its

capacity in the year 2035, causing potential date issues if dates beyond the year 2034 are used as the current date. Since this is a @real-time@ issue it will only be encountered when this moment in time actually gets here, or the current date is advanced beyond 2034 for testing purposes.

Note 4   This last sentence is necessary because some displays, for example, are represented with just two digits on the year, but in the context that the meaning of the two digits cannot be misunderstood.

Note 5   Novell places an expiration date on the warranty because it is only meant to be a Y2000 warranty, not a Y2005 warranty. Normal warranties last 90 days, Novell has extended this warranty well beyond that to address the fact that warranty breaches are most likely to occur on the Y2000 change.

12   **General Terms.**

12.1   Employees and Agents. Customer will use reasonable efforts to inform its employees, agents, or others using the Software that it may only be used, copied or transferred subject to the ALA license terms.

12.2   Notices. All notices to a party shall be in writing and will be deemed effective upon confirmed receipt by the recipient's person identified as its primary ALA contact. Notices may be delivered by mail, fax, or courier.

12.3   Law. Each party will, at its own expense, comply with any applicable law, statute, administrative order, or regulation. The ALA will be governed by the laws of the Commonwealth of Virginia and applicable federal U.S. laws.

12.4   Assignment. This ALA is binding upon the parties' and their respective successors and assigns. Unless expressly permitted herein, neither party may transfer, assign, or delegate any right or obligation set forth in the ALA without the prior written consent of the other party. Neither party will unreasonably withhold consent for an assignment to the other party's subsidiary. Either party may, upon prior written notice, assign the ALA to the surviving company or other organization in the event of a merger or acquisition.

12.5   Severability / Waiver. If an ALA provision is held invalid or unenforceable, the provision will be severed to the extent of such invalidity, or unenforceability, and shall not affect or impair the remaining provisions hereof. No waiver of any ALA right shall be effective unless made in a writing signed by an authorized representative of the waiving party.

12.6   Modifications. Except as may be expressly provided for in the ALA, including Novell's right to revise ALA Prices, the ALA may not be modified except in writing signed by authorized representatives of each party (i.e., Novell and DPS). In particular, the terms of a purchase order will not modify the ALA unless the parties agree otherwise in writing.

12.7   Entire Agreement. The, including all documents incorporated by reference, is the entire agreement and ALA understanding between the parties as to its subject matter. The ALA supersedes all other prior and contemporaneous agreements and statements on these subjects. Each party warrants that in entering into this ALA, it has not relied upon or been induced by any representation or statement not expressly set forth in this ALA.

12.8   Purchase Volume Reports. Upon receipt of a written request issued by DPS approximately 30 days in advance of the specified report due date, Novell shall furnish the Division of Purchases and Supply reports of the total dollar volume of purchases made under this Academic License Agreement Program ("ALA Program") and the total number of each item ordered under this MLA Program.

a.   The first report shall be submitted within 15 days after the last day of the ninth month of each ALA Program Annual Period and shall include all purchases made in the first nine

months of the Annual Period. This report shall be itemized for each Commonwealth Customer from which Novell received one or more orders during the report period.

b.   The second report shall be submitted within 30 days after the last day of each ALA Program Annual Period and shall include all purchases made for the preceding 12-month Annual Period. This report shall be itemized for each Commonwealth Customer from which Novell received one or more orders during the report period.

The required reports shall be provided on diskette using Microsoft Excel or Lotus 1-2-3 for Windows.

All reports shall be delivered to Rebecca P. Barnett, Division of Purchases and Supply, 805 East Broad Street, P.O. Box 1199, Richmond, VA 23218-1199.

12.9   Membership Reports. Upon receipt of a written request issued by DPS approximately 30 days in advance of the specified report due date, Novell shall furnish the Division of Purchases and Supply annual Master License Agreement Program ("ALA Program") Membership Reports. ALA Program Membership Reports shall be submitted within 30 days after the last day of each ALA Program Annual Period. ALA Program Membership Reports shall include the following information:

a.   The Customer (i.e., Agency, Institution, Public Body, etc.) Name
b.   The ALA Membership Number Assigned By Novell
c.   The Location Coordinator Name, Address, Telephone Number and E-Mail Address.

All reports shall be delivered to Rebecca P. Barnett, Division of Purchases and Supply, 805 East Broad Street, P.O. Box 1199, Richmond, VA 23218-1199.

APPROVED TO FORM- Novell, Inc

Signature: _____

Print Name: _____Michael Bready_____

Title: _____Contract Manager_____

Date: _____10/20/99_____

APPROVED TO Form Commonwealth of Virginia

Signature: _Rebecca P. Barnett_

Print Name: _Rebecca P. Barnett_

Title: _State Procurement Specialist Senior_

Date: _10/22/99_

NOVELL, INC.

Signature: _____

Print Name: _____

Title: _____

Date: _____

CUSTOMER

Signature: _____

Print Name: _____

Title: _____

Date: _____

CUSTOMER INFORMATION

Organization Name: _____

Address: _____

_____

_____

Primary Contact Name: _____

Shipping Address: _____

_____

_____

Phone #: _____ Fax #: _____

E-mail address: _____

Return to: **Novell Academic Sales Contract Administrator**
1555 North Technology Way, M/S Q-214
Orem, Utah 84097-2399

Academic License Agreement Annual Fee Worksheet
(Attach a copy of this page to purchase order for each ALA Annual License Fee)

Products Licensed under the ALA: **NetWare, LAN WorkGroup, LAN WorkPlace, ManageWise, GroupWise Mailbox, Z.E.N.works, NDS for NT/Solaris, IMS (Internet Messaging System).**
If the Optional **BorderManager Enterprise Edition** License Fee is paid, **BorderManager Enterprise Edition** is also included in the ALA licenses.

PRIMARY INFORMATION

Institution:	
Billing Address:	
City:	State: Zip:
Contact:	Title:
Telephone:	FAX Number:

ANNUAL PRICING SCHEDULE
(Any hospital approved by Novell to purchase under this ALA must purchase under the Workstation pricing schedule. Any school not purchasing as en entire unit must purchase using the Department Workstation Pricing.)

Priced by Workstation		Priced by FTE Population	
Total Workstations	**Price Per Workstation**	**Total FTE Population**	**Price Per FTE**
1 - 2,899	$31.50	1-10,999	$6.50
2,900 - 6,999	$28.00	11,000-19,999	$5.00
7,000 - 13,999	$26.25	20,000-49,999	$4.00
14,000 +	$24.50	50,000-99,000	$3.75
Department Workstation	$39.00	100,000+	$3.50
*Minimum Annual Fee of $10,000		*Minimum Annual Fee of $10,000	

CUSTOMER CERTIFICATION & ANNUAL FEE CALCULATION

Annual Fee Calculation by Workstation		Annual Fee Calculation by FTE Population	
		A. Total Enrollment (FTE)	
		B. Total Employees (FTE)	
A. Total Workstation Count		C. Total Population (add lines A & B)	
B. Applicable Price Per Station (see table above)	x $	D. Applicable Price Per Person (see table above)	x $
C. Annual Fee (multiply line A by line B)	= $	E. Annual Fee (multiply line C by line D)	= $
OPTIONAL BorderManager Enterprise Edition License Fee		**OPTIONAL BorderManager Enterprise Edition License Fee**	
D. Annual Fee with BorderManager Enterprise Edition (Multiply line C by 1.15)	$	F. Annual Fee with BorderManager Enterprise Edition (Multiply line E by 1.15)	$
Amount applied toward perpetual licenses		**Amount applied toward perpetual licenses**	
E. Annual Fee (Line C or D as applicable)	$	G. Annual Fee (Line E or F as applicable)	$
F. License Factor (30%)	x .30	H. License Factor (30%)	x .30
G. Amount applied toward perpetual licenses (multiply line E by line F)	$	I. Amount applied toward perpetual licenses (multiply line G by line H)	$

Estimated number of **GroupWise Mailbox Licenses** to be installed during current Annual Period (Mandatory information for third party royalty obligations): _____

By signing below, Customer or Customer Organization certifies that as of the date herein, the information contained herein (or attached) is complete and accurate to the best of its knowledge.

Customer Signature: _____   Title: _____

Printed Name: _____   Date: _____

INSTALLED BASE UPGRADE FORM

USE SAME FORMAT AND ATTACH ADDITIONAL SHEETS TO ADD ADDITIONAL SITES COVERED

Site Name_____

Address_____

City_____ State_____ ZIP_____

Total Enrollment (FTE)_____Total Employees (FTE)_____

EXISTING LICENSE CERTIFICATION

Product Description	Platform	Version	Quantity

By signing below, Customer or Customer Organization certifies that as of the date herein, the information contained herein (or attached) is complete and accurate to the best of its knowledge.

Customer/Customer Organization Name: _____

By: _____

Name: _____

Title: _____

Date: _____

REVISED 11/27/01
CHANGE #3

NOVELL CUSTOMER CONNECTIONS
MASTER LICENSE AGREEMENT

This Master License Agreement ("MLA") is entered into by the undersigned, being Novell, Inc., a Delaware corporation with headquarters at 1555 North Technology Way, Orem, Utah 84097 ("Novell"), and the customer identified below ("Customer").

CUSTOMER INFORMATION

Full Legal Name: Commonwealth of Virginia
                     Department of General Services
                     Division of Purchases and Supply

[ ] Corporation [ ] Partnership [X] Other: State Government/Agency

Address: 805 East Broad Street
                     Richmond, VA 23218-1199

MLA Contract # (completed by Novell): _M57452_

MLA Volume Discount From MLA Price List: The initial Volume Discount for this MLA shall be 38% for License and Maintenance purchases. The parties agree that upon reaching a cumulative volume purchase level under this MLA of $5 million before discount, the Commonwealth of Virginia's Volume Discount shall be automatically increased to 42% and shall remain so for the remainder of the term, including any renewals thereof, of this MLA. The discount for Novell Premium Service Options as listed in the MLA Price List shall be ten (10%) percent for the term of this MLA and any renewals thereof.

MLA Effective Date: _____10/22/99_____

MLA Documents: Master License Agreement, Including this Signature Page
                     Schedule A: MLA Coordinators
                     Schedule B: Novell Premium Support Information and Order Form For State and
                                    Local Government MLA Customers
                     Schedule C: Order Form
                     Annex 1:   Self-Audit Form
                     Annex 2:   Membership Form
                     Annex 2a: Membership Form Attachment A - License Terms
                     Appendix A: MLA Customer Guide
                     Appendix B: MLA Premium Services Guide
                     Appendix C: MLA Price List

Novell and Customer each represent that it has read and understands this MLA, that by signing below it agrees to be bound by its terms, and that it has caused this MLA to be executed by its duly authorized representative.

NOVELL:
Signature _____*Michael Brady*_____   CUSTOMER:
                                              Signature _____*Rebecca P. Barnett*_____

Print Name ___MICHAEL BRADY___   Print Name ___Rebecca P. Barnett___

Title ___CONTRACT MANAGER___   Title ___State Procurement Specialist Senior___

Date ___10-18-99___   Date ___10/22/99___

NOVELL CUSTOMER CONNECTIONS
MASTER LICENSE AGREEMENT

This Master License Agreement ("MLA") is entered into by the undersigned, being Novell, Inc., a Delaware corporation with headquarters at 1555 North Technology Way, Orem, Utah 84097 ("Novell"), and the customer identified below ("Customer").

CUSTOMER INFORMATION

Full Legal Name: Commonwealth of Virginia
                     Department of General Services
                     Division of Purchases and Supply

[ ] Corporation [ ] Partnership [X] Other: State Government/Agency

Address: 805 East Broad Street
                     Richmond, VA 23218-1199

MLA Contract # (completed by Novell): _M 5 Z 4 5 2_

MLA Volume Discount From MLA Price List: The initial Volume Discount for this MLA shall be 38% for License and Maintenance purchases. The parties agree that upon reaching a cumulative volume purchase level under this MLA of $5 million before discount, the Commonwealth of Virginia's Volume Discount shall be automatically increased to 42% and shall remain so for the remainder of the term, including any renewals thereof, of this MLA. The discount for Novell Premium Service Options as listed in the MLA Price List shall be ten (10%) percent for the term of this MLA and any renewals thereof.

MLA Effective Date: _OCTOBER 22, 1999_

MLA Documents: Master License Agreement, Including this Signature Page
                     Schedule A: MLA Coordinators
                     Schedule B: Novell Premium Support Information and Order Form For State and
                                    Local Government MLA Customers
                     Schedule C: Order Form
                     Annex 1:   Self-Audit Form
                     Annex 2:   Membership Form
                     Annex 2a: Membership Form Attachment A - License Terms
                     Appendix A: MLA Customer Guide
                     Appendix B: MLA Premium Services Guide
                     Appendix C: MLA Price List

Novell and Customer each represent that it has read and understands this MLA, that by signing below it agrees to be bound by its terms, and that it has caused this MLA to be executed by its duly authorized representative.

NOVELL:	CUSTOMER:
Signature _Michael Bready_	Signature _Rebecca P. Barnett_
Print Name _MICHAEL BREADY_	Print Name _Rebecca P. Barnett_
Title _CONTRACT MANAGER_	Title _State Procurement Specialist Senior_
Date _10-18-99_	Date _10/22/99_

10/18/99

REVISED 11/27/01
CHANGE #3

NOVELL CUSTOMER CONNECTIONS
MASTER LICENSE AGREEMENT

1. **Statement of Purpose.** Novell has created a Master License Agreement program ("Program") to establish a contractual relationship with certain key end user customers to provide them with licenses to Novell products as well as a preferred level of technical and sales support. The MLA describes the terms under which Customer may participate in the Program.

   The Commonwealth of Virginia *Vendors Manual* (rev December 1998) is hereby incorporated into this Program Agreement. In the event of conflict between the terms and conditions of the MLA and the Commonwealth of Virginia *Vendors Manual*, the Commonwealth of Virginia *Vendors Manual* shall prevail.

2. **Definitions.** Capitalized terms, as used in the MLA, are defined as follows. unless otherwise indicated, references in the MLA to a particular Section refer to a section within these Terms.

   2.1. Annual Period means the period beginning on the first day of the month following the Effective date and ending one year thereafter, and each consecutive one-year period thereafter during the MLA terms.

   2.2. Customer means any Agency, Institution, or Public Body of the Commonwealth of Virginia that is permitted by the Commonwealth of Virginia, Department of General Services, Division of Purchases and Supply to participate in this MLA. Upon initial order, each Customer agrees to submit to Novell a signed Membership Form. The Commonwealth of Virginia, Department of General services, Division of Purchases and Supply (hereinafter referred to as "DPS") is the custodian of this MLA on behalf of the Commonwealth of Virginia

   2.3. Discounted License Fee means the net License Fee payable by Customer after application of the Volume Discount.

   2.4. Discounted Maintenance Fee means the net Maintenance Fee payable by Customer after application of the Volume Discount.

   2.5. Documentation means user documentation and manuals (including CD-ROM versions, when available) provided by Novell which accompany a Software product.

   2.6. Effective Date means the date on which the MLA is signed by Customer, which shall follow signing by an authorized Novell representative.

   2.7. Internal Use means Use by (a) Customer's employees for Customer's internal business, and (b) Customer's consultants and contractors only while performing work for Customer on Customer's premises. Provided that Customer purchases sufficient licenses to support such use, Internal Use also includes use off of Customer's premises by Customer's consultants and contractors, only while performing work for Customer, and by Customer's employees, to connect to and use Software on Customer's network. This provision does not allow use or copying of Master Software or Host Software off of Customer's premises. Customer shall be responsible for use or copying of the Licensed Works by a consultant or contractor which violates the MLA terms. Customer will notify Novell in writing immediately upon learning of reasonable possibility of a consultant's or contractor's violation of the MLA's license terms. Master Software may only be used by consultants and contractors off of Customer's premises if Customer complies with the Outsourcing provisions in the License Terms document.

2.8. License means the Customer's entitlement to use the Software as described in the MLA's license terms. For purposes of this MLA, the Customer's purchase order copy shall constitute the proof of License.

2.9. License Fee means the Software license fee identified in the MLA Price List.

2.10. Licensed Works means, collectively, the Documentation, Software, and any Upgrades and Updates licensed by Novell to Customer under the MLA.

2.11. Maintenance means, in general, the provision of Upgrades, Updates, and technical services during the term of the MLA, as more fully described in Section 6 below.

2.12. Maintenance Fee means the annual Maintenance fee identified in the MLA Price List.

2.13. Master Software means master media from which Customer may duplicate and install Licensed Works under the MLA.

2.14. Membership Form means the attached Membership Form which each Customer ordering location must complete to order under the MLA. By signing the Membership Form, the Commonwealth of Virginia Department of General Services, Division of Purchases and Supply, makes no commitment to make any purchase under the MLA. Novell acknowledges that the Commonwealth of Virginia, Department of General Services, DGS Purchasing Department will execute a separate Membership Form for all purchases made by the Department of General Services. Each Customer entity that signs a Membership Form is responsible for its own acts and omissions regarding MLA rights and obligations, and the Commonwealth of Virginia, Department of General Services, Division of Purchases and Supply shall have no obligations regarding such entities.

2.15. MLA Price List means the September 1999 MLA Product Availability and Price List provided by Novell. The MLA Price List is hereby made a part of the MLA, but is subject to change by Novell as set forth in Section 7.6. The initial MLA Product Availability and Price List will be provided by Novell to the Commonwealth of Virginia, Department of General Services, Division of Purchases and Supply ("DPS"). Subsequent (revised) MLA Product Availability and Price Lists will be provided by Novell to each Customer via e-mail only, including DIT for which a Membership Form has been processed by Novell. Optionally, Customer may download the Novell MLA Product Availability and Price List from www.Novell.com.

2.16. Order Form means a completed and signed Schedule C and a corresponding purchase order that contains the following information: (a) the product ordered, (b) the applicable discount rate, (c) License Fees and Discounted License Fees, (d) Maintenance Fees and Discounted Maintenance Fees and the Maintenance coverage period, (e) ship-to information, (f) invoice-to information, (g) installation location, and (h) purchasing agent contact, telephone, and fax number, (i) any other information specified by Novell on Schedule C.

2.17. Program Guide means the attached Master License Agreement Customer Guide, dated September 21, 1999 and the attached Master License Agreement Premium Service Guide dated June 1, 1998. This Program Guide is hereby made a part of the MLA. In the event that Novell revises the MLA Program Guide, the revised Program Guide shall be incorporated into this MLA only upon receipt of written approval from DIT whose approval shall not be unreasonably withheld. A revised Program Guide will become effective upon the date approval

is granted by DPS. Any MLA reference to the "then-current" Program Guide, Customer Guide, and/or Premium Services Brochure shall be deemed to mean the most recent Program Guide, Customer Guide, and/or Premium Services Guide approved by DPS. If there is any contradiction or inconsistency between any provision in the Program Guide and the MLA terms, the MLA terms will govern.

2.18. Software means (collectively or individually, as the context requires) the Novell software product(s) licensed under this MLA.

2.19. Update means a fix or compilation of fixes released by Novell during the term of the MLA to correct operational defects (program bugs) in the Software.

2.20. Upgrade means any new version of a Software product which bears the same product name, including version changes evidenced by a number change immediately to either the right or left of the decimal (for example, GroupWise 5.1 to 5.2 or GroupWise 4.0 to 5.0). If a question arises as to whether a product offering is an Upgrade or a new product, Novell's opinion will prevail, provided that Novell treats the product offering the same for its end user customers generally.

2.21. Volume Discount means the discount identified on this MLA Signature Page.

3. **DPS Contract Coordinator and Customer Location Coordinators.**

3.1. DPS Contract Coordinator

DPS shall identify on Schedule A the name and address information of its Contract Coordinator. The DPS Contract Coordinator may be changed by delivering a written notice to Novell signed by the authorized representative of DPS.

3.2. Customer Location Coordinators

Each Commonwealth of Virginia Customer shall identify on the MLA Membership Form the name and address information of its Location Coordinator. Customer Location Coordinators shall be responsible for conducting Customer's day-to-day MLA business, including the following:

3.2.1. Ensure MLA Schedules (including Order Forms) are executed and remain updated during the MLA;
3.2.2. Coordinate additional orders;
3.2.3. Coordinate the required annual self-audits as set forth in Section 8.1.; and
3.2.4. Maintain audit file documentation as set forth in Sections 5.1 and 8.2.

A Customer's Location Coordinator may be changed by delivering written notice to Novell signed by the Customer's authorized representative.

4. **License Terms.** The license terms for licenses granted by Novell are made available through and provided in the Membership Form's License Terms Attachment (MLA Annex 2.a).

5. **Delivery of Master Software and Documentation**

5.1. Master Software. Novell will provide, at no charge upon initial order, to each Commonwealth

of Virginia Customer Location Coordinator Master Software from which Customer may copy and install Licensed Works according to the Program Guide. The Customer Location Coordinator must keep a written record of the location of sets of Master Software it receives under the MLA. Upon MLA termination, Customer's right to use Master Software terminates, and Customer must return all Master Software to Novell (see 9.5.1 below). Master Software is not available in all regions; in such regions Novell will fulfill MLA orders using other media.

5.2. Duplication. Customer may make and install Software copies from the Master Software for Customer's internal Use (including an archival or backup copy for each Software license). All copies of Software must be made from the Master Software and must reproduce the Master Software's serial numbers and all proprietary rights notices. See Section 7 below for the payment terms for Software licenses.

5.3. Delivery Terms. Delivery of Master Software and Documentation from Novell to Customer in the United States will be made F.O.B. Destination, Prepaid/Absorbed, Novell's carrier, ground only. All other freight arrangements, when requested by the Customer, will be prepaid and billed to Customer.

5.4. Taxes: Sales to the Commonwealth of Virginia are normally exempt from State sales tax. State sales and use tax certificates of exemption, Form ST-12, will be issued upon request. Deliveries against this contract shall usually be free of Federal excise and transportation taxes. The Commonwealth's excise tax exemption registration number is 54-73-0076K.

5.5. Title & Risk of Loss. In the case of shipment to destinations within the United States, title to any media and Documentation, exclusive of the rights retained under the MLA in trademarks, patents, copyrights, trade names, trade secrets and intellectual property (net "Deliverables"), and all risk of loss will pass to Customer upon delivery to Customer. Notwithstanding the foregoing, no title to Master Software is transferred to Customer.

5.6. Fulfillment Agent. Novell may designate a Fulfillment Agent (up to a total of 5 for all Customers under the MLA and no more than 1 per Customer location that has signed a Membership Form) to assist Novell in MLA fulfillment. In accordance with Sections 5.6a and 5.6b below, Novell shall be responsible for completely supervising and directing the work of any designated Fulfillment Agent(s) and shall be fully responsible for the acts and omissions related to fulfillment of the obligations of this contract by designated Fulfillment Agent(s) and any subcontractors and any persons employed by designated Fulfillment Agent(s).

5.6.a. SUBCONTRACTS: Novell and the Commonwealth agree that Novell may, without additional consent from the Commonwealth, continue its practice of subcontracting back-up technical support to HP or IBM. However, no additional portion of the work shall be subcontracted without prior written consent of the Commonwealth of Virginia, Department of General Services, Division of Purchases and Supply. In the event that Novell desires to subcontract some part of the work specified herein, Novell shall furnish the Commonwealth of Virginia, Department of General Services, Division of Purchases and Supply the names, qualifications and experience of their proposed subcontractors. Novell shall, however, remain fully liable and responsible for the work to be done by its subcontractor(s), including HP and IBM, and shall assure compliance with all requirements of the contract.

5.6.b. PRIME CONTRACTOR RESPONSIBILITIES: Novell shall be responsible for completely supervising and directing the work under this contract and all

subcontractors that Novell may utilize, using Novell's best skill and attention. Subcontractors who perform work under this contract shall be responsible to Novell. Novell agrees that it is as fully responsible for the acts and omissions of its subcontractors and of persons employed by them as he is for the acts and omissions of his own employees.

6. **Maintenance.** A primary MLA purpose is to ensure Customer has access to the most current revision of the Software and available technical support. Accordingly, unless expressly indicated otherwise, the Maintenance services described below are a mandatory part of all Software licenses granted under the MLA, and Discounted Maintenance Fees will be charged for such services throughout the MLA term except in accordance with the provisions of MLA Sections 7.2 and 9.5.4. If Customer has not paid due Maintenance within 30 days after the beginning of a new MLA Annual Period, Novell may automatically invoice Customer for Maintenance Customer is obligated to pay during that MLA Annual Period. Customer is obligated to pay its Maintenance obligations independent of any notification from Novell; for such Maintenance payments, if Customer has not delivered an Order Form to Novell within 30 days after the beginning of the new MLA Annual Period, the MLA constitutes the required authorization or Order Form from Customer for such Maintenance payment.

During the period for which Maintenance is paid for a license, Novell will provide Customer with the following Maintenance for the license:

6.1. Upgrades and Updates. Novell will provide any Upgrades and Updates released by Novell within a reasonable period of time after they become commercially available.

6.2. Technical Services.

6.2.1. Premium Service Guide. Novell will provide to Customer the technical services described in the MLA Premium Service Guide dated June 1, 1998, the terms of which are incorporated into this MLA. Novell may revise the Premium Service Guide at any time in order to, among other things, comply with applicable laws, regulations, and tariffs. Any revised Premium Service Guide will be incorporated into this MLA only upon receipt of written approval from DPS, whose approval shall not be unreasonably withheld. Any MLA reference to the "then-current" MLA Premium Service Guide shall be deemed to mean the most recent MLA Premium Services Guide approved by DPS. If there is any contradiction or inconsistency between any provision in the Premium Services Guide and the MLA terms, the MLA terms will govern.

6.2.2. Technical Support Contacts, Incidents, and Support Kits. Novell will work in good faith with each Enrolling(ed) Customer to coordinate the allocation and distribution of contacts, incidents, and support kits among the MLA's Enrolling(ed) Customers. Enrolling(ed) Customers shall be responsible for determining the number of technical Support contacts, incidents, and support kits for which it qualifies per the terms of MLA Schedule B and to provide the Name, Agency Address, Telephone and Fax numbers, and E-mail addresses of those individuals designated as the Technical Support Contacts for that Enrolling(ed) Customer. The Enrolling(ed) Customer shall submit the completed MLA Schedule B directly to Novell in accordance with the instructions included therein. Novell will create individual Support Plan accounts for each Enrolled Customer based on the Support Plan selected by the Enrolled Customer and the Contacts or Incident Credits for which the individual Enrolled Customer has qualified.

6.2.3.   Information Transfer. As described in the Premium Service Guide, Customer may access electronic on-line services to transfer data electronically and/or may authorize a Novell support engineer to access Customer's network via a remote connection to work directly on line with the Customer to assist in resolving technical problems. In either case, Customer agrees that notwithstanding the confidentiality provisions, Customer will not submit via such on-line links or otherwise give Novell access to any documents, files, programs or other data ("Customer Data") that are, or are alleged to be, confidential or proprietary to a third party unless Customer first obtains all necessary licenses to do so. Customer shall be liable for any claims, liability, damages, costs, and expenses incurred by Novell directly or indirectly as a result of Customer's breach of such obligation. CUSTOMER UNDERSTANDS ITS FILES MAY BE ALTERED OR DAMAGED IN THE COURSE OF NOVELL PROVIDING TECHNICAL SERVICES, WHETHER BY TELEPHONE, E-MAIL, FAX, ON-SITE OR VIA REMOTE CONNECTION; CUSTOMER AGREES TO TAKE APPROPRIATE MEASURES TO ISOLATE AND BACK UP ITS SYSTEMS ACCORDINGLY.

6.2.4.   Optional On-Site Services. If Customer requests the optional on-site services, Novell agrees to indemnify and hold customer harmless from any liability, damages, costs, and expenses (including reasonable attorneys' fees) arising out of claims for personal injury or property damage caused by the negligence or willful misconduct of Novell or its authorized employees or agents in the course of providing technical services on Customer's premises.   Novell's liability under this section shall be reduced proportionally to the extent that any act or omission of Customer, or its employees, agents, or representatives, contributed to such Liability. For purposes of this Section, "property damage" does not include damage to, or loss of, files, data, or other information.

"On-Site Services" does not include Consulting Services; Consulting Services are not available under this Agreement. On-Site Support may not be available in all worldwide locations. Contact Novell for current information.

6.3.   Upgrade Restrictions. Customer agrees to accept and use Upgrades subject to the provisions of the License Terms Attachment to the Membership form.

7.   Placing Orders and Payment Terms.

7.1.   Discounted License Fee. Customer may purchase licenses for Licensed Works by submitting to Novell a completed and signed Order Form and corresponding purchase order for the applicable Discounted License and Maintenance Fees. The total, non-refundable Discounted License Fee for each Order Form and corresponding purchase order will be payable in a lump sum. If during a month Customer makes copies of Software (a) for which Discounted License Fees have not been paid, and (b) for which the total applicable Discounted License Fees amount to $500 or more, Customer must immediately submit an Order Form and corresponding purchase order for all such copies. Customer must submit no later than the last day of each month an Order Form and corresponding purchase order that identifies all Software copies previously made for which no Order Form and corresponding purchase order has been submitted and no Discounted License and Maintenance Fees paid.

7.2.   Discounted Maintenance Fee. The mandatory Discounted Maintenance Fee will be calculated on an annual basis and paid annually in advance with each Maintenance period expiring at the

end of each MLA Annual Period. The initial Discounted Maintenance Fee for a license will be calculated from the first day of the month following the earlier of (a) Customer's submission of the Order Form, or (b) Customer's making of a Software copy, through the end of the then-current MLA Annual Period.

7.2.1   Cancellation of Maintenance. At the end of any MLA Annual Period, upon submitting a completed Self-Audit (MLA Annex 1), Customer may identify in writing MLA licenses Customer has previously purchased for which Customer no longer wishes to purchase future Maintenance. After the Maintenance for which Customer has paid on such licenses expires, Customer will no longer receive Maintenance for these licenses. At its option, Customer may subsequently reinstate Maintenance for these license by upgrading, at the discounted Upgrade price, the licenses to the current revision level and paying the then-current Discounted Maintenance Fees for the licenses . This Section does not diminish Customer's obligation to pay any outstanding Maintenance Fees due as of the time Customer notifies Novell it wishes to cancel Maintenance.

7.2.2.   Effect Of Cancellation of Maintenance. Program licenses for which maintenance is terminated must be transitioned from the MLA in accordance with MLA Section 9.5.1.

7.3.   Special or Promotional Discounts: For any promotional sales prices or discounts which Novell chooses to offer under the MLA, Novell shall provide notice of the duration of the specific sale and/or discount price to the Commonwealth of Virginia, Department of General Services, Division of Purchases and Supply. Additional promotional sales prices or discounts may be offered by any subcontractor so designated by Novell in writing to offer such prices or discounts under this MLA by providing notice of the duration of the specific sale and/or discount price to the Commonwealth of Virginia, Department of General Services, Division of Purchases and Supply.

Notwithstanding this or any other provision of the Program Agreement or any subcontractor agreement, Novell and/or its designated subcontractor(s) shall be allowed to offer additional volume or other discounts to any Enrolling(ed) Customer.

7.4.   Payment. All fees will be due and payable in U.S. Dollars within 30 days from the invoice received date.

7.5.   Minimum Orders. Except for initial orders submitted with the Membership Form, the minimum amount per Order Form is $500 before discount. This minimum requirement will not apply to Order Forms that must be submitted at the end of every month under Section 7.1 or to an order for Master Software. Each Customer location placing MLA orders must submit a completed Membership Form with an initial order.

7.6.   Price and Product Changes. Novell may revise the MLA Price List at any time to (a) change the list prices for Software, Maintenance, and other products or services, and (b) add or delete Software licenses or other products or services available for purchase. Novell will not increase the list price of a License or Maintenance Fee for any Software during the MLA's current two-year term as described in MLA Section 9.1. Any decrease in list prices will apply to any Customer orders received after publication of a new MLA Price List. Novell's obligation to protect Customer's list prices will not apply to special promotions and does not guarantee product availability for the full MLA term. If there is any contradiction or inconsistency between any provision in the MLA Price List and the MLA terms, the MLA terms will govern.

7.7.   <u>Late Payments</u>. Payments made later than the due date will accrue interest from the date due to the date paid at the lesser of the rate of 12% per year or the highest rate allowed by applicable law. Customer agrees to pay reasonable costs and attorney's fees if Novell is required to undertake collection measures against Customer.

7.8   <u>Installed Base</u>. Customer's Installed Base (Novell product licenses available under the MLA which Customer purchased outside the MLA) may be transitioned into the MLA (be licensed under the MLA at the product's most current version and receive Maintenance) through the purchase of Maintenance for the licenses. Except as set forth in Sections 7.2 and 9.5.4, Customer will pay Maintenance fees throughout the MLA term for products so transitioned. To transition licenses that are not at the current product revision level, Customer must upgrade, at the discounted Upgrade price, the licenses to the current revision level before purchasing the required Maintenance.

8.   Record Keeping and Audit

8.1.   <u>Self Audits</u>. Customer will conduct an annual self-audit to identify (a) Customer's copying and use of the Licensed Works, and (b) the total number of workstations, computers or other devices connected to a network which uses Novell's Software, and (c) whether Customer has paid for all Licensed Works copied and/or used. Customer will provide the information from this self-audit to Novell in an annual written report within 30 days after the end of each Annual Period or termination of the MLA. The report will be made on the audit form provided by Novell. If the audit shows Customer owes any fees, Customer will submit with the report a corresponding purchase order. If Customer is more than 30 days late in submitting the audit report, Novell may delay accepting orders or delivering technical support or other MLA benefits until it receives the audit.

8.2.   <u>Formal Audits</u>. During the MLA term and for two years after its termination, Novell will have the right, at its expense and upon no less than 30 (thirty) calendar days prior written notice, to audit Enrolled Customer's use of the Licensed Works and available records related to this use and MLA payments. At a minimum, "available records" will include a complete list of all copies of master software, the date each copy was made, and the name, work address, and telephone number of the person responsible for the safe-keeping of the master software copy; a complete list of when and where new licenses were added and the dates and purchase order numbers for purchasing the additional licenses added. Such audit may be conducted by Novell or its authorized representative, will not interfere unreasonably with the Enrolled Customer's business activities, and will be conducted no more often than once per calendar year, unless a previous audit disclosed a material discrepancy. If such audit shows the Enrolled Customer understated actual use of the Licensed Works or otherwise underpaid amounts owing, the Enrolled Customer will immediately pay all amounts owing. Novell will use information received during an audit solely for the purposes of this MLA and will otherwise maintain the confidentiality of such information.

8.2.1.   Customer may request an audit under Section 8.2 be conducted at Customer's expense by an independent accounting firm approved by Novell; Novell may not unreasonably withhold approval. Novell will have the right to determine the audit scope and required audit testing and to review the audit work products prior to the finalization of the audit.

9.   Term and Termination.

9.1.   <u>Term</u>. The term of this MLA will begin on the Effective Date and will remain in effect for a

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period of 2 years from the first day of the month following the Effective Date. The MLA term will be automatically renewed for two-year periods until either party gives written notice otherwise at least 60 days prior to the end of the MLA term.

9.2. <u>Termination for Convenience</u>. Either party may terminate the MLA solely for convenience at the end of any Annual Period by giving the other party written notice at least 60 days prior to the end of the Annual Period.

9.3. <u>Termination for Cause</u>. Either party may terminate the MLA upon written notice for the substantial breach by the other party of any material term, if such breach is not cured within 30 days following receipt of written notice of breach for the non-breaching party.

9.4. <u>Immediate Termination</u>. Either party may terminate this MIL, effective immediately upon written notice to the other party, if the other party (a) terminates or suspends its business, (b) becomes subject to any bankruptcy or insolvency proceeding under federal or state law, (c) becomes insolvent or unable to pay its obligations as they accrue, or (d) becomes subject to direct control by a trustee, receiver, or similar authority.

9.5. <u>Effect of Expiration or Termination</u>. Upon expiration or termination of the MLA for any reason, Customer's right to duplicate the Licensed Works and to acquire new MLA licenses will immediately terminate. Customer's right to use Licensed Works for which it has paid the applicable fees shall be perpetual, subject to the surviving MLA provisions (For licenses transitioned to server-based licenses under 9.5.1 below, Customer's perpetual rights will be in the server-based licenses).

9.5.1. <u>Transition from MLA</u>. Upon expiration or termination of the MLA, Novell and Customer agree to work together in good faith to transition Customer from the MLA Program back to Novell's regular sales channels; this process will include replacing MLA Software with Novell's commercial Software which provides Customer at least equivalent functionality. This transition shall occur at no cost to Customer. Within 30 days after termination or expiration, Customer must certify in writing to Novell that it has destroyed or returned all Master Software to Novell.

9.5.2. <u>Discounted Maintenance Fees</u>. If the MLA is terminated for Novell's convenience, for the Commonwealth's convenience, or because of Novell's breach, Novell will refund any Maintenance Fees paid for the time period past the first day of the month following the MLA's termination date.

9.5.3. <u>Survival of Terms</u>. The second paragraph of Section 1, Sections 2,4, 8.2, 10, 11, 12, and 13 will survive MLA termination and will thereafter solely govern Customer's use of the Licensed Works.

9.5.4. <u>Availability of Funds</u>. Novell understands and agrees that funds required to fund the contract must be appropriated by the Commonwealth of Virginia General Assembly or local governing body for each fiscal year included within the Term of the MLA. The MLA shall not be binding upon the Customer for any period in which funds are not appropriated, and the Customer shall not be liable for any costs associated with termination due to non-appropriation.

In the event that the Customer is forced to discontinue Maintenance solely for the reason that funds for the payment of Maintenance were not appropriated, the Customer

may, at Novell's sole discretion, continue to Use the Licensed Works until such time that the funds for Maintenance have been appropriated or Customer may transition Licensed Works from this MLA in accordance with the terms of Section 9.5.1 Transition from MLA of this MLA.

9.5.5. Reinstatement of Maintenance. In the event that Customer cannot continue Maintenance for any subsequent term period due to non-appropriation of funds, Novell, at its sole discretion and for a period of no more than 90 days, may permit the reinstatement of Customer's Maintenance services once said funds have become available. In this instance only, Customer will be required to pay the Discounted Maintenance Fee per the terms of Section 7.2 of this MLA to reinstate Maintenance through the end of the then-current term.

10. Intellectual Property Indemnification.

10.1. Novell will defend or settle any claim, suit or proceeding brought against Customer so far as it is based on an allegation that a Licensed Work infringes a patent or copyright of the country in which Customer takes delivery of such Licensed Work. Novell will pay any damages, costs and expenses finally awarded (or agreed to by settlement) in any such claim, suit, or proceeding. Novell shall be relieved of the foregoing obligation unless (a) Customer promptly notifies Novell of any such claim, (b) Novell has sole control of the defense and all related settlement negotiations, and (c) Customer provides Novell with the reasonable assistance, information and authority necessary to perform the above. If Customer desires to have separate legal representation in any such action, Customer shall be responsible for the costs and fees of its separate counsel.

10.2. If a Licensed Work is held to infringe and use of such Licensed Work is enjoined, or if in Novell's opinion a Licensed Work is likely to become the subject of infringement, Customer will permit Novell, at Novell's option and expense, to: (a) procure for Customer the right to continue to use the Licensed Work, or (b) replace or modify the Licensed Work so that it becomes non-infringing and has the same or additional functionality and comparable or improved performance characteristics, or (c) upon Customer's return of the infringing Licensed Work, refund to Customer the consideration paid for such Licensed Work as amortized on a straight-line basis over a 3-year period from the date of delivery, whereupon Novell's continued liability to Customer will cease.

10.3. Novell shall have no obligation or liability for infringement that results from:
(a) Novell's compliance with Customer's designs, specifications, or instructions,
(b) use of other than the current release of the Licensed Works, if the infringement would have been avoided by use of the current release and if the infringement occurs more than 90 days after Novell has made a public announcement or notified Customer that a previous release may infringe,
(c) a modification of the Licensed Works that was not requested or authorized in writing by Novell,
(d) use or combination of the Licensed Works with non-Novell software, equipment, or other data other than as specified in the Documentation or otherwise approved in writing by Novell for use with the Licensed Works,
(e) the furnishing to Customer of any information, service, or technical support by a third party, or
(f) non-licensed use of the Licensed Works.

10.4. Indemnification Limitation. TO THE EXTENT ALLOWED BY APPLICABLE LAW, NOVELL'S LIABILITY UNDER THIS SECTION 10 IS LIMITED BY SECTION 12.1.1. THIS SECTION 10 STATES THE ENTIRE AND EXCLUSIVE OBLIGATION OF NOVELL TO CUSTOMER REGARDING ANY INFRINGEMENT CLAIM OR MISAPPROPRIATION OF ANY THIRD PARTY'S INTELLECTUAL PROPERTY RIGHTS.

11. Limited Warranty

11.1. Software. Novell warrants that the Software will conform substantially to the specifications in the Documentation, provided that: (a) the Software is not modified by anyone other than Novell, unless authorized by Novell in writing; (b) Customer notifies Novell in writing of the nonconformity no later than 90 days after purchase; (c) Customer's computer equipment is in good operating order and is installed in a compatible environment; (d) the Software is installed in a compatible environment; and (e) the nonconformity is not caused by a third party or by Customer. In this Section, "conform substantially" means that the Software conforms to the vast majority of all specifications in the Documentation. Novell's only obligation under this warranty is to use reasonable efforts to cause the Software to conform substantially with the Documentation, or to refund to Customer the consideration paid for such Software upon Customer's return of all such Software and Documentation. In the event of a refund, Customer's right to use the Software shall automatically expire.

11.2. Magnetic Media and Documentation. Novell warrants that if either the magnetic media on which the Licensed Works are contained or the Documentation is in damaged or physically defective condition at the time of delivery to Customer and if it is returned to Novell (postage prepaid) within 90 days of delivery, Novell will provide Customer with replacements at no charge.

11.3. Services. Novell warrants that the technical services and any consulting services provided under the MLA will be supplied in a professional manner. Customer acknowledges files may be altered or damaged in the course of Novell providing technical services, and agrees to take appropriate measures to isolate and back up its systems.

11.4. Early Access Release. Early access Release (beta) software is provided to Customer "AS IS" without any warranty. Customer acknowledges that the pre-release software has not been fully tested and may contain errors and bugs. Customer must determine for itself the suitability of the use of Early access Release software for any purpose. Novell does not guarantee that a commercial version of the software or that associated products will be released. Novell shall have no obligation to provide support for the software.

11.5. Non-Novell Products. Novell does not warrant non-Novell products. Any such products are provided on an "AS IS" basis. Any warranty service for non-Novell products is provided by the product manufacturer in accordance with any applicable manufacturer's warranty. As of the Effective Date of this MLA, the following non-Novell products are available on the applicable Novell published price list: SQL Integrator, NetScape Enterprise Server for NetWare 4 and 5, NetScape Messaging Server for NetWare 4 and 5 Worldwide Edition, and Check2000. Upon issuing new price lists, Novell may add additional non-Novell products. It is the Enrolled Customer's responsibility to independently investigate and identify these products by reviewing the applicable price lists, Novell website (www.novell.com), and/or consulting with the Novell account representative.

11.6. DISCLAIMER OF WARRANTIES. TO THE EXTENT ALLOWED BY APPLICABLE LAW

AND EXCEPT AS EXPRESSLY SET FORTH IN THIS SECTION 11, NOVELL MAKES NO WARRANTY OR REPRESENTATIONS REGARDING ANY LICENSED WORKS OR SERVICES, NOVELL DISCLAIMS AND EXCLUDES ANY AND ALL OTHER EXPRESSED, IMPLIED, AND STATUTORY WARRANTIES, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF GOOD TITLE, WARRANTIES AGAINST INFRINGEMENT, AND THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. NOVELL DOES NOT WARRANT THAT THE LICENSED WORKS WILL SATISFY CUSTOMER'S REQUIREMENTS OR THAT THE LICENSED WORKS ARE WITHOUT DEFECT OR ERROR OR THAT THE OPERATION OF THE SOFTWARE WILL BE UNINTERRUPTED. Some states/jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to Customer. This warranty gives specific legal rights which may vary from state/jurisdiction to state/jurisdiction.

11.7. Hazardous Environments. THE SOFTWARE IS NOT DESIGNED, MANUFACTURED OR INTENDED FOR USE OR RESALE FOR ON-LINE CONTROL EQUIPMENT IN HAZARDOUS ENVIRONMENTS REQUIRING FAIL-SAFE PERFORMANCE, SUCH AS THE OPERATION OF NUCLEAR FACILITIES, AIRCRAFT NAVIGATION OR AIRCRAFT COMMUNICATION SYSTEMS, AIR TRAFFIC CONTROL, DIRECT LIFE SUPPORT MACHINES, OR WEAPONS SYSTEMS, IN WHICH FAILURE OF THE SOFTWARE COULD LEAD DIRECTLY TO DEATH, PERSONAL INJURY, OR SEVERE PHYSICAL OR ENVIRONMENT DAMAGE.

11.8. YEAR 2000 COMPLIANT (AND ENABLEMENT) WARRANTY: Novell warrants that any Licensed Work delivered to the Commonwealth of Virginia under the Master License Agreement (MLA) and which is used in accordance with the product documentation provided by Novell, and which is used with any applicable updates and fixes made available by Novell (Note 1), shall be 4-digit Year 2000 compliant (or approved enabled), provided other products used with the Software properly exchange accurate date data with it (Note 2). "Year 2000 Compliant" means a product accurately processes all date-change data from start to finish, including, but not limited to, twentieth, twenty-first centuries and leap year calculations, except that this warranty does not apply to dates used as a device or system's operating date which are prior to January 1, 1980 or after December 31, 2034 (Note 3). Also, data fields must include the indication of century and millennium, except that a date may be represented without a century and millennium if the correct century is unambiguous for all manipulations involving that date (Note 4).

Any Licensed Work provided under this MLA discovered not to be compliant during the warranty term shall be corrected by Novell at no additional cost to the Commonwealth, or at Novell's option, Novell may refund the purchase price of the product. Failure to do so shall subject Novell to default action.

For products purchased on or prior to March 30, 2000, this warranty expires June 30, 2000 (Note 5). For products purchased on or after April 1, 2000, this warranty expires 120 days after receipt of license confirmation from Novell. This warranty does not apply to third party products supplied by Novell whether or not bundled with Novell products, except to the extent a third party product may be embedded in a Novell product and is essential to use of the Novell product. The Novell Third Party Product Table can be accessed at Novell's Year 2000 website at http://www.novell.com/year2000/third_party.html.

Note 1 This warranty applies to the version of a Licensed Work with its updates, because the

update may be necessary to provide Y2K compliance.

Note 2 This qualification is necessary because if Novell's network operating system, for example, receives bad date data from the underlying hardware BIOS, Novell's network operating system isn't responsible.

Note 3 The dates 1980 and 2035 are key dates for many vendors in the computer industry. When the UNIX system was developed, it was designed to address date/time issues by counting off the number of seconds that transpired since 1/1/1970. When networking software was developed, including NetWare, it followed the same methodology In some instances, the counter will exceed its capacity in the year 2035, causing potential date issues if dates beyond the year 2034 are used as the current date. Since this is a "real-time" issue it will only be encountered when this moment in time actually gets here, or the current date is advanced beyond 2034 for testing purposes.

Note 4 This last sentence is necessary because some displays, for example, are represented with just two digits on the year, but in the context that the meaning of the two digits cannot be misunderstood.

Note 5 Novell places an expiration date on the warranty because it is only meant to be a Y2000 warranty, not a Y2005 warranty. Normal warranties last 90 days, Novell has extended this warranty well beyond that to address the fact that warranty breaches are most likely to occur on the Y2000 change.

12. Limitation of Liability

12.1. Novell Liability. TO THE EXTENT ALLOWED BY APPLICABLE LAW, NOVELL WILL NOT BE LIABLE TO CUSTOMER OR A THIRD PARTY FOR INDIRECT, SPECIAL, RELIANCE, INCIDENTAL, OR CONSEQUENTIAL LOSS OR DAMAGE OF ANY KIND (INCLUDING LOSS OF PROFITS, BUSINESS, OR DATA) RELATED TO OR ARISING UNDER THIS MLA, WHETHER IN A CONTRACT, TORT, OR OTHER ACTION FOR OR ARISING OUT OF BREACH OF WARRANTY, BREACH OF CONTRACT, DELAY, NEGLIGENCE, STRICT LIABILITY OR OTHERWISE. Some states/jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the exclusions or limitations of this Section may not be applicable.

12.1.1. TO THE EXTENT ALLOWED BY APPLICABLE LAW, NOVELL'S LIABILITY FOR ANY CAUSE OF ACTION ARISING UNDER THIS MLA WILL NOT EXCEED THE AMOUNT OF FEES PAID BY CUSTOMER UNDER THIS MLA.

12.2. Customer Liability. TO THE EXTENT ALLOWED BY APPLICABLE LAW, CUSTOMER WILL NOT BE LIABLE TO NOVELL OR A THIRD PARTY FOR INDIRECT, SPECIAL, RELIANCE, INCIDENTAL, OR CONSEQUENTIAL LOSS OR DAMAGE OF ANY KIND (INCLUDING LOSS OF PROFITS, BUSINESS, OR DATA) RELATED TO OR ARISING UNDER THIS MLA, WHETHER IN A CONTRACT, TORT OR OTHER ACTION FOR OR ARISING OUT OF BREACH OF WARRANTY, BREACH OF CONTRACT, DELAY, NEGLIGENCE, STRICT LIABILITY OR OTHERWISE. THIS SECTION DOES NOT APPLY TO VIOLATIONS OF NOVELL'S INTELLECTUAL PROPERTY RIGHTS.

12.3. Limitation of Remedies. TO THE EXTENT ALLOWED BY APPLICABLE LAW, THE REMEDIES DESCRIBED OR REFERRED TO IN THIS MLA SHALL BE THE SOLE AND

EXCLUSIVE REMEDIES FOR THE BREACH OF ANY MLA OBLIGATIONS.

13. **General Terms.**

13.1. <u>Laws</u>. This MLA is governed by the laws of the Commonwealth of Virginia and applicable federal (U.S.) laws.

13.2. <u>Dispute Resolution</u>. The parties will negotiate in good faith to resolve any MLA disputes. If negotiation does not resolve a dispute, senior officers of each party shall meet in person to attempt to resolve the dispute. This meeting must be held before either party may seek another method of resolution, including judicial or governmental resolutions. This section shall not prevent either party from seeking or obtaining temporary equitable remedies, including injunctive relief.

13.3. <u>Confidentiality and Information Exchange</u>. Subject to the applicable laws of the Commonwealth of Virginia, the receiving party of Confidential Information agrees to exercise reasonable care to protect Confidential Information from unauthorized disclosure, which care shall in no event be less than the receiving party gives to protect its own confidential information. The receiving party may disclose Confidential Information only to its employees or agents who need to know such information and shall inform such employees or agents by way of policy and agreement that they are bound by obligations of confidentiality. These confidentiality obligations shall survive for 3 years after expiration or termination of the MLA.

13.3.1. <u>Confidential Information</u> means trade secrets or proprietary information not subject to public disclosure under the Virginia Freedom of Information Act (Section 11-52-D of the Code of Virginia); however the protection of Section 11-52-D of the Code of Virginia must be invoked, in writing, either before or at the time the data or material is submitted. The written notice must specifically identify the data or materials to be protected and state the reasons why protection is necessary. The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. Confidential information does not include (1) the terms of this MLA and any related pricing information, (2) information that is already in the receiving party's possession without obligation of confidence; or (3) information that the receiving party independently develops; or (4) information that is or becomes publicly available without breach of the MLA; or (5) information that the receiving party rightfully receives from a third party without obligation of confidence; or (6) information that the disclosing party releases for disclosure by giving written consent; or (7) information that is required to be disclosed by court or regulatory rule or order.

13.3.2. <u>Residuals</u>. To the extent allowed by applicable law and subject to patents and copyrights, either party may use Residuals for any purpose including developing products or services. "Residuals" means ideas, concepts, or technology contained in information retained in memory by a party's employees with access to Confidential Information, but does not include information deliberately memorized to classify it as Residuals. This Residuals provision does not give the receiving party the right to disclose business plans or financial, statistical, or personnel data of the disclosing party, and does not allow for any purpose the literal copying of a document. The receiving party will have no obligation to restrict the assignment of employees who receive Residuals.

13.4. INSURANCE: By signing this Master License Agreement, Novell certifies it will have and maintain the following insurance coverages for the entire term of the Agreement. Novell further certifies that any designated Fulfillment Agents will maintain these insurance coverages during the entire term of the contract and that all insurance coverages will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.

INSURANCE COVERAGES AND LIMITS REQUIRED:

1. Worker's Compensation - Statutory requirements and benefits.
2. Employers Liability - $100,000.
3. Commercial General Liability - $500,000 combined single limit. This coverage is to include Premises/Operations Liability, Products and Completed Operations Coverage, Independent Contractor's Liability, Owner's and Contractor's Protective Liability and Personal Injury Liability.
4. Automobile Liability - $500,000.

13.5. Anti-Discrimination: By signing this Master License Agreement Novell certifies to the Commonwealth that it will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and Section 11-51 of the Virginia Public Procurement Act.

During the performance of this contract, the Novell agrees as follows:

a. The Novell will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, or disabilities, except where religion, sex or national origin is a bona fide occupational qualification reasonably necessary to Novell's normal operation. Novell agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.

b. Novell, in all solicitations or advertisements for employees placed by or on behalf of Novell, will state that it is an equal opportunity employer.

c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting these requirements.

Novell further agrees it will include these same provisions in every subcontract or purchase order over $10,000, so that the provisions will be binding upon each subcontractor or vendor, including designated Fulfillment Agents, if any.

13.6. Immigration Reform and Control Act of 1986: By signing this Master License Agreement, Novell certifies that it does not and will not during the performance of this Agreement employ illegal alien workers or otherwise violate the provisions of the federal Immigration Reform and Control Act of 1986.

13.7. Force Majeure. Neither party will be liable for failure or delay in performance, if such failure or delay is due to war, strike, government requirements, acts of nature, acts or omissions of carriers, or other cause beyond its reasonable control; however, if a party's performance of any

material obligation is reasonably expected to be delayed more than 3 months due to any such cause, the other party may terminate this MLA upon 30 days' prior written notice. Each party shall give prompt written notice of any condition likely to cause any delay or default.

13.8.   No Employment or Agency. The parties are independent contractors, Neither the MLA terms nor any services provided will be construed to create an employment, agency or partner relationship between Customer and Novell.

13.9.   Notices. All notices will be in writing. Notices to customer shall be delivered to Customer's Contract Coordinator and Location Coordinator(s). Notices to Novell shall be delivered to Major Markets Contract Manager, MS Q-313, 1555 N Technology way, Orem UT 84097-2399 USA. Notices may be delivered by certified or overnight mail, fax, courier, or overnight delivery.

13.10. Binding Effect / Assignment. This MLA is binding upon the parties' and their respective successors and assigns. Unless expressly permitted herein, neither party may transfer, assign, or delegate any right or obligation set forth in the MLA without the prior written consent of the other party; provided that neither party will unreasonably withhold consent for an assignment to the other party's parent or subsidiary. Either party may, upon prior written notice, assign the MLA to the surviving company in the event of a merger or acquisition. If Novell sells a Licensed Work to a third party, it may assign its MLA obligations regarding such product to the third party.

13.11. Severability. If an MLA provision is held invalid or unenforceable, the provision will be severed to the extent of such invalidity, or unenforceability.

13.12. Waiver. No waiver of any MLA right shall be effective unless in writing, signed by an authorized representative of the waiving party. No waiver of any past or present right arising from any breach of or failure to perform shall be deemed to be a waiver of any future rights.

13.13. Modifications. Except as expressly allowed in the MLA, the MLA may not be modified except in writing signed by authorized representatives of each party (i.e., Novell and DPS). In particular, the terms of a purchase order will not modify the MLA unless the parties (i.e., Novell and DPS) agree otherwise in writing.

13.14. Entire Agreement. The MLA, including all documents incorporated by reference, is the final and exclusive statement of and the entire agreement between the parties as to its subject matter. The MLA supersedes all prior and contemporaneous agreements and statements on these subjects. Each party warrants that in entering into this MLA, it has not relied upon or been induced by any representation not expressly set forth in this MLA.

13.15. Intellectual Property Rights and Remedies. Nothing in this MLA waives or limits extra-contractual rights and remedies available to Novell to protect its proprietary interest in the Licensed Works, including, rights and remedies available under U.S. copyright law, European Union law, the Berne Convention or other international treaties, or applicable national copyright and intellectual property laws of the countries in which Customer uses the Licensed Works.

13.16. Export. Regardless of any disclosure made by Customer to Novell of an ultimate destination of a Licensed Work, Customer will not directly or indirectly export or transfer any portion of the work, or any system containing a portion of the work, to anyone outside the U.S. (including further export if Customer took delivery outside the U.S.) without first complying fully with any

export controls that may be imposed on the work by the U.S. Government or any country or organization of nations within whose jurisdiction Customer operates or does business. Customer assures Novell that absent any required prior authorization from the Bureau of Export Admn., 14th Constitution Ave., Wash DC 20230, Customer will not export or reexport (as defined in Section 734.2(b) of the Export Admn. Regulations, as amended ("Regulations") the works or any technical data or other confidential information, or direct product of any of the foregoing to any country in Country Groups D:1 or E:2 as defined in the supplement No. 1 to Section 740 of the Regulations, or such other countries as come under restriction by action of the U.S. Government, or to nationals from or residing in the foregoing countries, without first obtaining permission from the appropriate U.S. Gov. authorities. The countries subject to restriction by the U.S. Gov. are subject to change; it is Customer's responsibility to comply with the U.S. Gov. requirements as amended from time to time.

13.17. <u>Purchase Volume Reports</u>. Upon receipt of a written request issued by DPS approximately 30 days in advance of the specified report due date, Novell shall furnish the Division of Purchases and Supply reports of the total dollar volume of purchases made under this Master License Agreement Program ("MLA Program") and the total number of each item ordered under this MLA Program.

    a.   The first report shall be submitted within 15 days after the last day of the ninth month of each MLA Program Annual Period and shall include all purchases made in the first nine months of the Annual Period. This report shall be itemized for each Commonwealth Customer from which Novell received one or more orders during the report period.

    b.   The second report shall be submitted within 30 days after the last day of each MLA Program Annual Period and shall include all purchases made for the preceding 12-month Annual Period. This report shall be itemized for each Commonwealth Customer from which Novell received one or more orders during the report period.

The required reports shall be provided on diskette using Microsoft Excel™ or Lotus 1-2-3™ for Windows™.

All reports shall be delivered to Rebecca P. Barnett, Division of Purchases and Supply, 805 East Broad Street, P.O. Box 1199, Richmond, VA 23218-1199.

13.18. <u>Membership Reports.</u> Upon receipt of a written request issued by DPS approximately 30 days in advance of the specified report due date, Novell shall furnish the Division of Purchases and Supply annual Master License Agreement Program ("MLA Program") Membership Reports. MLA Program Membership Reports shall be submitted within 30 days after the last day of each MLA Program Annual Period. MLA Program Membership Reports shall include the following information:

    a.   The Customer (i.e., Agency, Institution, Public Body, etc.) Name
    b.   The MLA Membership Number Assigned By Novell
    c.   The Location Coordinator Name, Address, Telephone Number and E-Mail Address.

All reports shall be delivered to Rebecca P. Barnett, Division of Purchases and Supply, 805 East Broad Street, P.O. Box 1199, Richmond, VA 23218-1199.

REVISED 11/27/01
CHANGE #3

Schedule A - Commonwealth of Virginia
MLA Coordinators *(Required)*

Customer's Coordinators *(Complete the following to designate Customer's MLA Coordinators, as defined in Section 3 of the Terms and Conditions.)*

Customer Name on MLA: <u>Commonwealth of Virginia</u>

Commonwealth of Virginia DPS Contract Coordinator

Name:

Title/Dept.:

Address: Regular Mail:

        Street Address:

City, State, Zip:

Country:

Phone/Fax:

E-mail:

Novell's Coordinators

Novell Representative Sales Office

Name: Michael S. Christensen

Title/Dept.: Account Executive

Address: 2323 Horsepen Road

City, State, Zip: Herndon, VA 20171

Country: USA

Phone/Fax: (703) 713-3514/(703)713-3555

E-mail: mschristensen@Novell.com

Novell's Area Account Executive

Name: <u>Same as Novell Representative</u>

Title/Dept.:

Address:

City, State, Zip:

Country:

Phone/Fax:

E-mail:

Novell's Contract Manager

Name: Andy Thompson

Title: Manager, Licensing Business, Contract Management

Address: 1555 Technology Way, MS H211

City, State, Zip: Orem, Ut 84097

Country: USA

Phone/Fax: (801) 222-4043/(801)222-4876

E-mail: athompson@Novell.com

REVISED 11/27/01
CHANGE #3

NOVELL PREMIUM SUPPORT INFORMATION AND ORDER FORM FOR STATE AND LOCAL GOVERNMENT MLA CUSTOMERS

Novell.®

Introduction

Premium Service, as its name implies, is a top-of-the-line technical support offering from the Novell Support Connection. Designed with customer input, Premium Service offers the most thorough, personalized service in the industry—including direct access to Novell's most senior support engineers for the expertise and security associated with a customized, long-term relationship. As a Novell MLA government customer, the Premium Service package bundled with your license agreement assures you have access to the tools and resources you need to keep your network working at maximum efficiency.

Choosing a Support Plan

Each government MLA customer is entitled to Novell's Premium Service. The amount of service is determined by calculating the customer's total Annual Discounted Maintenance Fees paid on all products, and then applying them to one of the tables below. Customers can choose between the Incident Plan or the Contact Plan.

Incident Plan

The Premium Service Incident Plan is designed for customers who wish to authorize numerous contacts due to the decentralized nature of their support organization. Customers who choose this plan receive a specific number of support incidents that may be used by any number of authorized contacts. The number of incidents awarded is based upon the MLA Annual Discounted Maintenance Fee Revenue (see Table 1). The customer assumes the responsibility of managing the distribution of these incidents to authorized contacts. Customers may purchase as many additional incidents as needed.

Contact Plan

The Premium Service Contact Plan is most appropriate for customers with a centralized support organization. Customers who select this plan authorize a specific number of people from their organization to work with Novell. The number of authorized contacts awarded is based upon the MLA Annual Discounted Maintenance Fee Revenue (see Table 2). Each of these authorized contacts may register an unlimited number of support incidents on any MLA maintained products during the service agreement period. Customers may purchase as many additional contacts as needed.

Table 1: Premium Service Incident Plan Schedule

Annual Discounted Maintenance Fee Revenue	Incidents	Support CD Subscriptions
$0 to 1,499	purchase only	purchase only
$1,500 to 2,999	1	1
$3,000 to $4,499	2	1
$4,500 to $5,999	3	1
$6,000 to $7,499	4	1
$7,500 to $8,999	5	1
$9,000 to $10,499	6	1
$10,500 to $11,999	7	1
$12,000 to $13,499	8	1
$13,500 to $14,999	9	1
$15,000 to $16,499	10	1
$16,500 to $17,999	11	1
$18,000 to $19,999	12	1
$20,000 +	incident or contact	see table 2

Table 2: Premium Service Contact Plan Schedule

Annual Discounted Maintenance Fee Revenue	Authorized Contacts	Support CD Subscriptions
$1,500 to $19,999	incidents only	1
$20,000 to $39,999	1	1
$40,000 to $59,999	2	1
$60,000 to $79,999	3	1
$80,000 to $99,999	4	2
$100,000 to $119,999	5	2
$120,000 to $139,999	6	2
$140,000 to $159,999	7	3
$160,000 to $179,999	8	3
$180,000 to $199,999	9	3
$200,000 to $219,999	10	4
$220,000 to $239,999	11	4
$240,000 to $259,999	12	4
$260,000 +	negotiable	negotiable

For those government MLA customers whose Annual Discounted Maintenance Fees are not sufficient to entitle them to free support; or if the free support entitlement needs to be supplemented with additional incidents or contacts, Novell offers these same services for purchase at an MLA discount (see Table 3). In addition, Novell also offers several other professional support services that add significant value and are listed below. Please call if you have questions about any of these additional services.

Table 3: Premium Service Options Pricing:

Service Description	Part Number	List Price	Government MLA Price
Authorized Support Contact	051-000019-001	$4,500/contact	$4,050/contact
Premium Support Incident	051-000045-001	$350/incident	$315/incident
Support Connection CD Subscription	051-000173-001	$295/yr.	$295/yr.
Advanced Technical Training	051-000028-001	$400/day	$350/day
On-site Support: Premium Support Engineer	051-000016-001	$1,700/day	$1,500/day
On-site Support: Proactive Analysis (comprehensive network health check)	051-000202-001	price varies	price varies
Primary Support Engineer (assigned Novell technician)	051-000046-001	$45,000/yr. or $25,000/6 mos.	$40,500/yr. or $22,500/6 mos.

REVISED 11/27/01
CHANGE #3

Signing Up for Support: 3 Easy Steps

STEP 1: Identify Your Team Members

List the names of the technicians from your organization who will be using the Premium Support Services. Novell will be contacting them to provide the phone number and PIN required to access technical support. The contacts you identify will be the individuals who will be authorized to make calls to Premium Service and work with Novell's technicians. Premium Services will not accept support calls from individuals not named below. Please use an additional sheet if necessary.

	Contact #1	Contact #2	Contact #3
Contact Name:			
Job Title:			
Phone Number:			
Fax Number:			
E-mail Address:			
Organization:			
Department:			
Street Address:			
City:			
State/Zip:			

STEP 2: Select Your Premium Services

Write in below the total amount of Annual Discounted Maintenance Fees your organization has spent on the Novell MLA during this contract year. Remember, these are MLA Maintenance Fees Only. $_____. Be sure to attach copies of all Purchase Orders for verification. Using the Premium Services tables on page 1, determine the type and amount of free services your organization needs and is entitled to; and enter the description, part number, and cost of those services in the order table below. **If the services are free because of your MLA Maintenance expenditures, write "No Charge" in the Extended Price column for that line item.**

Service Description	Part Number	Govt. MLA Price	Quantity	Extended Price
			Subtotal:	
			Applicable Tax:	
			Total Amount Due:	

	Bill To (if applicable)
Organization:	
Department:	
Street Address:	
City:	
State/Zip:	
Phone:	
Fax:	

Purchase Order Number:	
Order Date:	
Authorized Customer Signature:	

By signing the Authorized Customer Signature, customer acknowledges that he/she agrees to be bound by the terms of the Novell Premium Service Agreement.

STEP 3: Mail or Fax Your Order to Novell Premium Services

After you have completed all the required information above, you can mail or fax this order form to Novell Premium Services at the address below. Please keep a copy for your records. If you have any questions or need additional information please call the Premium Services team or your local Novell Representative for assistance.

Novell Premium Services   (801) 861-9900 voice
M/S ORM-H-131   (801) 861-3690 fax
1555 N. Technology Way
Orem, UT 84097

Novell Premium Support Services for Government MLA Customer   *Page 2*

REVISED 11/27/01
CHANGE #3

Schedule C: Order Form (Product Licenses, Master Software, and Maint)

Date: _____

Customer Name on MLA: Commonwealth of Virginia, Department of General Services, _____

Division of Purchases and Supply _____

MLA Contract #: _____

MLA Discount %: Licenses and Maintenance_____ Technical Services_____

Purchase Order # (required): _____

Novell Sales Order # (completed by Novell): _____

This order is for (check appropriate boxes)

[ ] License Authorization   [ ] Purchase and Shipment of Master Disks

Phone/Fax: _____

E-mail: _____

Purchasing Agent Contact (required)

Name: _____

Phone/Fax: _____

E-mail: _____

Local Novell Account Representative (required)

Name: _____

Phone/Fax: _____

E-mail: _____

CUSTOMER SERVICE (required)

For MLA purchases: By signing below, Customer certifies that it has read and understands the Master License Agreement ("MLA") to which this Schedule C applies, and agrees to be bound by its terms. Customer is [ ] the party that signed the MLA, or a [ ] parent company [ ] Subsidiary [ ] division (check applicable box) of the party that signed the MLA.

Signature _____

Print Name _____

Title _____

Date _____

Ship To Information (required)

Company: _____

Attention: _____

Street Address: _____

City, State, Zip: _____

Country: _____

Phone/Fax: _____

Ordering Location (if different than Ship To address)

Company: _____

Street Address: _____

City, State, Zip: _____

Phone/Fax: _____

E-mail: _____

Invoice To Information (required)

Company: _____

Attention: _____

Street Address: _____

City, State, Zip: _____

Country: _____

Phone/Fax: _____

E-mail: _____

Installation Location (required)

Company: _____

Attention: _____

Country: _____

To order, send completed and signed Schedule C and/or Purchase Order to:

MLA Order Management, Novell Inc. 1555 North Technology Way, MS Q211

Orem, Utah 84097-2399 U.S.A., Fax: 801-228-9511

Please Note: Illegible or incomplete orders cannot be processed and will be returned.

REVISED 11/27/01
CHANGE #3

Schedule C: Order Form (continued)

Page _____ of _____

MLA Customer: _____

Please refer to the current month's MLA Product Availability and Price List for part numbers and pricing. Additional Order Forms are also available at this location: http://www.novell.com/programs/ncc/price.html

Product Licenses and Services	Part Number	Quantity	List Price	Discounted Price	Extended License Price	Extended Maintenance Price	Beginning	End
Prod: / Mark one: Node or Copy — License							Beginning	End
Maintenance								
Prod: / Mark one: Node or Copy — License							Beginning	End
Maintenance								
Prod: / Mark one: Node or Copy — License							Beginning	End
Maintenance								
Prod: / Mark one: Node or Copy — License							Beginning	End
Maintenance								
Prod: / Mark one: Node or Copy — License							Beginning	End
Maintenance								
Prod: / Mark one: Node or Copy — License							Beginning	End
Maintenance								

Total License and Maintenance

Please fill in all cells of a row.

Product Software Masters* and Services	Part Number	Quantity	List Price	Discounted Price	Extended Price
Product:					
Product:					
Product:					
Product:					

Total Software Masters and Services

*Software Masters are not needed for multiple purchases of the same product.

Grand Total of Order: $ _____   Total all Products and Services

Special Comments:

MLA Standard Form: MLA Self-Audit Order Form

Subject to Section 8.1. Self Audits, this form must be completed in its entirety and submitted directly to Novell.

Parent Company Name: _____

Division: _____

Address: _____

City, State, Zip, Country: _____

MLA Contract #: _____

Discount: _____

Purchase Order #: _____

Name of customer completing Audit: _____

Fulfillment/Sales Agent Signature (if applicable) _____

Phone: _____ Fax: _____

Customer certifies that the self-audit as required under the MLA has been completed and that all information contained herein is true and correct.

Signature: _____

Name (please print): _____

Title: _____

Date: _____

Mail or fax completed form to:

MLA Compliance, Novell, Inc.
1555 N. Technology Way, MS Q231
Orem, UT 84097
Fax: 801-228-9511

Please refer to the current Novell Master License Agreement Product Availability and Price List for products that are available under the MLA. Please type or print both the Product Name and Part Number.

Product License Description and Part Number	*Previously Purchased Nodes/Copies to Date	**Audit Results	***Variance	New Nodes/ Copies	Upgrade Nodes/ Copies	List Price Per Node/Copy for License Fee	Total List Price Per Nodes/ Copies Ordered	Total License Fee After Discount	Maint. Fee Per Node/ Copy	Total List Price Per Node/Copy for Maint. Fee	Total Maint. Fee After Discount	Total Fee	Maintenance Time frames
Name: _____ __ : ____ : ___ : ___													
Name: _____ __ : ____ : ___ : ___													
Name: _____ __ : ____ : ___ : ___													
Name: _____ __ : ____ : ___ : ___													
Name: _____ __ : ____ : ___ : ___													
Name: _____ __ : ____ : ___ : ___													

*Previously Purchased Nodes/Copies to Date - This is a total node count for product that has been purchased through or grand fathered into the MLA.
**Audit Results - This is the total number of nodes/copies found in the self-audit. Maintenance must be paid on all of these nodes/copies.
***Variance - This is the difference between the audit results and the previously purchased nodes/copies to date. Both license and maintenance fees must be paid on these nodes/copies.

Commonwealth of Virginia

)MLA Membership Form

For Novell Use Only: MLA Membership Number:_____

Each Commonwealth of Virginia Customer must complete the Membership Form in order to make purchases under the MLA. Complete this Membership Form and submit it with your initial Order Form.

Customer Information		
Customer MLA Number:	Customer Name:	
Street Address (no Postal Box) :		
City/State:	Country:	Zip/Post Code:
Billing Address (if different than above):		
City/State:	Country:	Zip/Post Code:
Location Coordinator Name (person responsible for contract administration):		
Location Coordinator Address (if different than above):		
City/State:	Country:	Zip/Post Code:
Telephone:	Fax:	E-mail

	Purchasing Contact	Accounts Payable Contact	Controller Contact
Name:			
Telephone:			
Fax:			
E-Mail:			

Novell Account Manager:	Phone:	Fax:

)

Agreement

1   The entity that signed the Master License Agreement ("MLA") is Commonwealth of Virginia, Department of General Services, Division of Purchases and Supply (DPS) ("Signing MLA Entity").

2   You are a [ ] Agency, [ ] Institution, or [ ] Public Body. By signing below, you certify that you are approved to participate in the MLA by the Commonwealth of Virginia, Department of General Services, Division of Purchases and Supply.

3   This Membership Form is a binding agreement that incorporates the MLA. You and Novell agree to be legally bound by the Membership Form and MLA terms. You and the Novell entity signing below will be directly responsible to each other for the performance of Membership Form or MLA obligations, and will be subject to any available claims and remedies by reason of breach of such obligations. It is the responsibility of the Commonwealth of Virginia, Department of General Services, Division of Purchases and Supply to provide any enrolling Commonwealth of Virginia Customers with a copy of the MLA.

4   The MLA licenses granted to or made available to Customer are described in this Membership Form's Attachment A, License Terms.

5   Customer agrees to pay the fees described in the MLA for the products or services ordered in the Order Form and associated purchase order which accompanies this Membership Form. Any terms submitted with an order do not modify the MLA unless the parties (i.e, Novell and DPS) agree otherwise in writing.

6   Any action taken under the MLA's termination provisions shall only affect the MLA relationship between Customer and Novell, and not between other MLA Customers and Novell.

7   **Taxes.** Sales to the Commonwealth of Virginia are normally exempt from State sales tax. State sales and use tax certificates of exemption, Form ST-12, will be issued upon request. Deliveries against this contract shall usually be free of Federal excise and transportation taxes. The Commonwealth's excise tax exemption registration number is 54-73-0076K.

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MLA— Government Membership Form

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MLA Version 5-COV (10/13/99)

REVISED 11/27/01
CHANGE #3

8 Novell and Customer each have caused this Membership Form to be executed by an authorized representative.

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Customer

[ ] Novell, Inc.,

By:_____   By:_____

Print Name:_____   Print Name:_____

Title:_____   Title:_____

Date:_____   Date:_____

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REVISED 11/27/01
CHANGE #3

License Terms

MLA Membership Form - Attachment A

Use of the Licensed Works is subject to the following terms and restrictions together with all other MLA terms.

1. **License Definitions**

   1.1. Client Software means the software programs provided as part of the Software that operate on a single-user device, permitting that device to access the shared resources provided by Host Software.

   1.2. Competitive Upgrade means a product of Novell's competitors designated by Novell as qualifying for an Upgrade to Novell Software.

   1.3. Documentation means user documentation and manuals (including CD-ROM versions, when available) provided by Novell which accompany a Software product.

   1.4. Host Software means the software programs provided as part of the Software that are designed to operate on a single computing device, providing access to the shared resources attached to that computer. Host Software may contain technical limitations that limit use of the Host Software to a specified number of computers running Client Software.

   1.5. Internal Use means Use by (a) Your employees for Your internal business, and (b) Your consultants and contractors only while performing work for You on Your premises.

   1.6. NLM Software means Software delivered with Host Software and capable of running on the Host Software.

   1.7. Node means a network connection identified by a unique network address; printers, faxes, mail servers and other devices attached to the network also constitute a Node.

   1.8. Software means the Novell software product(s) licensed to You under the MLA.

   1.9. Update means a fix or compilation of fixes released by Novell during the term of the MLA to correct operational defects (program bugs) in the Software.

   1.10. Upgrade means any new version of a Software product which bears the same product name, including version changes evidenced by a number change immediately to either the right or left of the decimal (for example, GroupWise 5.1 to 5.2 or GroupWise 4.0 to 5.0). If a question arises as to whether a product offering is an Upgrade or a new product, Novell's opinion will prevail, provided that Novell treats the product offering the same for its end user customers generally.

   1.11. Use means loading the Software into the temporary memory of a computing device, i.e., RAM, and running or executing it for the purposes for which the Software was designed. Unless the applicable license states otherwise, Use will be limited to a single computing device.

1.12.   <u>User Count</u> means the number of users specified for use with a product.

2.   **License Grant.** Upon payment of the applicable license fees and Novell's receipt of the Order for a Licensed Work, Novell grants and You accept the licenses below. Your licenses to Use the Licensed Works (but not to make copies of Master Software) will survive expiration of the MLA and be perpetual. Novell, Inc. is the licensor of the Licensed Works, except that (i) if Your address provided on the Membership Form is in Europe, the Middle East, or Africa, and Novell Ireland Software Ltd. or other Novell subsidiary is listed as the Novell contracting party on the Membership Form, then the licenses are granted by Novell Ireland Software Limited or made available on its behalf, and (ii) if Novell Japan is the Novell entity that signs the Membership form, the licenses are granted by Novell Japan.

2.1.   <u>Network Node License.</u> Novell grants a non-exclusive, non-transferable (except as provided in Section 2.19 below), and worldwide license to (a) provided you do not receive any direct payment, make and distribute an unlimited number of copies of the Host Software for Your Internal Use, and (b) conditional upon paying the applicable Discounted License Fee for each Node with which the Host and Client Software is to be Used, make, distribute, and Use the Client Software for Your Internal Use and use the NLM Software on the Host Software.

2.2.   <u>Server Network License.</u> Novell grants a non-exclusive, non-transferable (except as provided in Section 2.19 below), worldwide license to (a) Use the Host Software on a single computing device (network server) to connect to and simultaneously Use up to the number of copies of Client Software specified by the User Count, and (b) provided you do not receive any direct payment, make and distribute an unlimited number of copies of Client Software for Your Internal Use, **and** (c) use the NLM Software on the Host Software.

2.3.   <u>Node and Server Licenses.</u> Certain Software licensed by Novell on a Network Node basis under the MLA, such as IntranetWare, is also licensed by Novell on a Server Network (server-based red box licenses) basis. You may acquire such Software through either Network Node or Server Network licenses under the MLA, but may not mix Network Node and Server Network at a single Customer location (a facility with an individual street address).

2.4.   <u>BorderManager.</u>   Novell grants a license to (a) Use the Server Software (any program provided as part of the Software that is capable of running on the Host Software) on one copy of the Host Software; (b) Use any Host Software provided as part of the Software only in connection with your permitted use of the Server Software; (c) make and distribute internally an unlimited number of copies of the Client Software, provided You do not receive any direct payment for doing so (except that for Node purchases, You may make and distribute Client Software only up to the number of Nodes purchased, while You may make and distribute internally an unlimited number of copies of the Host Software, provided You do not receive any direct payment for doing so); and (d) use up to the number of copies of Client Software specified by the User Count (for Nodal purchases, the User Count is equal to the numbers of Nodes purchased).

2.4.1.   <u>Limitation.</u> The aggregate number of users granted access or allowed to utilize the Software on your network (including the Server Software and any Host Software provided as part of the Software) shall not exceed the User Count of your

REVISED 11/27/01
CHANGE #3

BorderManager licenses. However, the number of users granted access to the Software may exceed the User Count by up to 5,000 users for the following BorderManager features: (a) server-to-server virtual private networking ("VPN"); (b) web server acceleration ("reverse proxy caching"); (c) Novell Internet access Server remote access services; and (d) Novell Internet Access Server multiprotocol router services.

2.4.2. .CyberPatrol. If the Software contains CyberPatrol Internet filtering software from MicroSystems, Inc., updates to any CyberPatrol sample lists, or additional lists, must be purchased separately from MicroSystems.

2.5. Netscape Navigator. If You purchase a license for a product that includes Netscape Navigator Software, You may install a copy of Netscape Navigator on each computing device running the Client Software in support of the Host Software for Use: (a) primarily in support of the NLM Software, and (b) for Internet or World Wide Web access.

2.6. MultiProtocol Router. If You purchase a license for a product that includes NetWare MultiProtocol Router Software (an NLM Software program), Your license is for 1 port for each server upon which You load the product that includes the MPR Software.

2.7. IPX/IP Gateway. If You purchase a license for a product that includes the IPX/IP Gateway Software, Novell grants You a 250-user (1000-user for BorderManager) license for each server upon which You load the product that contains the Gateway Software.

2.8. Mailbox License. Upon payment of the applicable license fee for each user Mailbox (an account for the storage of electronic mail, regardless of whether attached to a network and/or remote) with which the Software is Used, Novell grants a non-exclusive, non-transferable, worldwide license to copy, make, and distribute the Software for Your Internal Use on Your computer systems. A Mailbox license is not required for Mailboxes that are used solely for physical facilities, such as a printer mailbox or a fax mailbox. A Mailbox License for GroupWise 4.1 Software includes the right to access SoftSolutions via a SoftSolutions Remote Document Server. For GroupWise Gateway Software sold separately from GroupWise Software, the following provision applies:

2.8.1. Gateway Mailbox License. Upon payment of the applicable license fee for each user Mailbox that can connect to the GroupWise Gateway Software, Novell grants a non-exclusive, non-transferable (except as provided in Section 2.19 below), worldwide license to copy, make, and distribute the Software for Your Internal Use on Your computer systems. You must have a GroupWise Gateway Software license for each such connection in addition to the GroupWise Software mailbox license required to create the Mailbox.

2.9. Per Copy License. Upon payment of the applicable license fee for each copy of the Software, Novell grants a non-exclusive, non-transferable, worldwide license to make and distribute those copies of Software for Your Internal Use on Your computer systems.

2.9.1. SoftSolutions. Additionally, a license is required for each copy of SoftSolutions,

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whether executing from or residing on a host computer, memory, or a Portable Mode Enabled computer; or stored on a storage device of any kind, on multi-user computer(s), single-user computer(s), or local/wide area networks (servers and workstations/clients). In addition, a license is required for each computer that accesses the Software via a SoftSolutions Remote Document Server. You may use the Software in only a single environment (Windows or DOS) at a time. A Server Enhancement Module (SEM) license is required for each File Server license, even though a SEM copy needs to be Loaded for each Dataset and a single set of SoftSolutions program files may access multiple Datasets.

2.10.   Novell Support Connection CD. For each subscription to the Novell Support Connection CD, Novell grants You a nonexclusive, nontransferable (except as noted in Section 2.19 below) right to copy and distribute the CD for Internal Use on all Your computer systems at Your location(s).

2.11.   Early Access Release Software. If Novell provides You Early Access Release (beta) software, You are authorized to Use such software solely for evaluation purposes. As Early Access Release software, documentation, and related information is confidential to Novell, You may not disclose it outside of Your organization without Novell's prior written consent. Your license to Use such software terminates upon the earlier of Novell's general release of the software to the public or written notice from Novell.

2.12.   Documentation. If Documentation for the Software is provided with the Software in CD-ROM format, You may for internal use print copies of such Documentation from the on-line screen up to the number of MLA licenses You have purchased. Novell will, through third parties, make hard-copy Documentation available for Your purchase; You may duplicate for internal use Documentation You have purchased up to the number of MLA licenses You have purchased for that Software. Documentation for Software that is not at the current revision level will be made available for up to two months after the last shipment date of the Software.

2.13.   New Products or Upgrades. So that Novell may make available on the MLA Price List new Software products or Upgrades to current products, Customer's license grant for a new Software product or Upgrade to a current product may differ from the above license terms. If there is a conflict or inconsistency between the above license grants and those made available to Customer with a new Software product or Upgrade to a current product, the latter will prevail subject to the provisions set forth in this paragraph; as to all other contractual provisions, the MLA with these License Terms will prevail. If Novell modifies the license terms for any current products, or makes available a new license grant for a new Software product, such licenses shall not become effective nor shall Customer be permitted to purchase such new Products or Upgrades until thirty (30) days after delivery of Novell's written notice to Customer of the new license terms or upon DPS' written approval, whichever is sooner. In addition, under no circumstances shall the new license terms affect licenses purchased prior to the effective date of the change. For purposes of this paragraph, Novell's written notice shall be delivered to the Commonwealth of Virginia, Department of General Services, Division of Purchases and Supply, 805 East Broad Street, Richmond, VA 23219 (or Post Office Box 1199, Richmond, VA 23219-1199). Fax notification, if receipt is telephonically verified by the Commonwealth's designated contact, is acceptable.

2.14. Commercial Public Network Service ("CPNS") Restriction. You may not use IntranetWare, NetWare 4.x, or BorderManager Software, or later versions of this Software, in a CPNS without first obtaining a separate license from Novell (for more information, see http://www.novell.com/internet). A CPNS is a service offered to the general public or to businesses, and that provides Internet access, virtual private networking, remote network management, access to corporate or other networks, or access to any remote computing device, application, service or data.

2.15. Upgrade Restrictions. Whether You receive Upgrade licenses through Maintenance or through a separate purchase, You accept and Use Upgrade licenses subject to the following terms:

2.15.1. Use of an Upgrade is limited solely to replace (a) a Novell product acquired by You pursuant to a valid Novell license, or (b) a Competitive Upgrade for which Novell is offering an Upgrade. In either case, the product from which You are upgrading is referred to below as the "Original Product."

2.15.2. In the case of System Products (products not identified in the MLA Price List as GroupWare Products), You agree (a) that 90 days after installation of the Upgrade, the license associated with the Original Product will automatically terminate and become void, and (b) to return or destroy the Original Product within such 90 day period.

2.15.3. In the case of GroupWare Products (as identified in the MLA Price List), You may Use either the Upgrade or a prior revision of the Upgrade, but never both revisions at the same time on any given machine.

2.15.4. Except as expressly permitted in this Upgrade Restrictions Section, You will not use, sell, or transfer the Original Product upon receipt of an Upgrade.

2.15.5. You accept any Upgrades under the terms of the license type described in this MLA, in the Order Form, and in the MLA Price List as applicable to the upgraded Software.

2.15.6. Nothing in this MLA will be construed to warrant or imply that Upgrades or Updates will be produced for any product or, if so produced, when such Upgrades or Updates will be made commercially available.

2.16. Specific Licenses. Unless otherwise authorized in the MLA, Documentation, or in writing by Novell, no right is granted to Use Client or Host Software to directly access client software or host software provided by other vendors.

2.17. Connection Management Software. You may not modify any Connection Management Software (software designed to prevent more connections than the number of licensed connections specified by the Documentation, packaging, or user materials of the Software) included in or provided with the Software. Further, You may not use any device, process or computer program that increases, either directly or indirectly, the number of connections to

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MLA Membership Form, Attachment A - License Terms   5   MLA Version 5-COV (10/13/99)

the Host Software.

2.18.   Ownership. Ownership of and title to the Licensed Works (including adaptations or copies) is held by Novell or its licensors. Copies are provided only to allow You to exercise license rights.

2.19.   Transfer of License. Except as otherwise provided in the MLA, You may transfer licenses to another entity only after receiving prior written consent from Novell; such consent shall not be unreasonably withheld. With any license transfer, You will transfer all copies of the transferred Software with its Documentation and any copies/adaptations made.

2.20.   Copies. You may copy the Software only for Internal Use (including an archival or backup copy for each copy of Software licensed under this Agreement). All proprietary rights notices must be faithfully reproduced and included on all copies and any adaptations. You may only copy Documentation as expressly allowed above.

2.21.   Notice to Employees and Agents. You will use commercially reasonable efforts to inform Your employees, agents, and other individuals using Licensed Works under the MLA that the Licensed Works may not be used, copied, or transferred in violation of the MLA terms.

2.22.   Restrictions. Except as may be expressly authorized in this MLA, You will not rent, lease, sublicense, distribute, transfer, copy, reproduce, display, modify, adapt, disassemble, or reverse-compile Licensed Works. Where You have a statutory right to adapt, disassemble or decompile the Software to obtain information needed to achieve interoperability with other programs, You will not exercise such right unless Novell does not respond within 60 days after receipt of a written request to provide the necessary information.

2.23.   Outsourcing. Upon prior written notice to Novell, You may permit Use of the Licensed Works by a supplier of information services ("Supplier") to the same extent You are permitted to do so, provided that You first purchase sufficient licenses to support such Use and execute a contract with the Supplier that obligates the Supplier to (a) use the Software only for Your internal business purposes and in accordance with the MLA terms, (b) maintain a logical or physical partition within its computer systems which use the Software so as to restrict Software use and access to a portion solely dedicated to Your beneficial use, and (c) allow You or Your agent to audit the Supplier's premises and records relating to use of the Licensed Works for at least 1 year after the earlier of expiration of the MLA or Your contract with Supplier, in order ensure Supplier's compliance with the MLA in its Software use.

2.23.1. Within 30 days after entering into such an agreement with a Supplier and providing Licensed Works to the Supplier, You must notify Novell in writing of the name of the Supplier and of the start and expiration dates of the contract between You and the Supplier. If You provide Licensed Works to a Supplier, You must keep records detailing to which entities specific Licensed Works were provided, on what dates, where Master Software is stored, and You must have an established process for retrieving Licensed Works once the MLA or Your contract with the Supplier is terminated.

REVISED 11/27/01
CHANGE #3

2.23.2. If Novell so requests, You, through Novell or at Novell's option through an entity mutually agreed to by You and Novell, will audit the Supplier for compliance with the MLA terms. Novell shall use the information obtained from any such audit solely to determine compliance with the MLA and to remedy any noncompliance. You irrevocably appoint Novell as Your authorized representative for the purposes of carrying out any audit under the above paragraph. You shall be responsible for use or copying of the Software by the Supplier which violates the MLA terms. You will notify Novell in writing immediately upon learning of the reasonable possibility of a third party's violation of the MLA's terms.

2.24. <u>U.S. Gov Restricted Rights</u>. Use, duplication, or disclosure by the United States Government is subject to restrictions in FAR § 52.227-14 (Jun 1987) Alternate III (June 1987), FAR § 52.227-19 (June 1987), or DFARS § 252.227-7013 (b)(3) (Nov 1995), or applicable successor clauses. Manufacturer is Novell, Inc., 1555 N Technology Way, Orem, UT 84097.

3.   **Limited Warranty**. See the MLA Limited Warranty sections for a description of the MLA warranties.

4.   **Limitations of Liability**. See the MLA Liability Limitations sections for a description of the MLA's limitations of liability.

5.   **Intellectual Property Infringement**. See the MLA Intellectual Property Indemnification sections for a description of Novell's indemnification for intellectual property infringement claims.

MASTER LICENSE AGREEMENT
CUSTOMER GUIDE

THE SOFTWARE YOU WANT

Software technology - like the needs of the people who use it - changes daily. Not long ago, software was used only by specialists, rather than the general public. Now, working at Internet and intranet speeds, software interfaces with nearly every aspect of our lives - in work, play, education, and entertainment.

Software has become more sophisticated, especially in the workplace. At Novell, we're continually pushing forward with this evolution by designing faster, more robust, and reliable software to meet the changing challenges and expectations of our customers.

THE TECHNOLOGY YOU NEED

Software keeps us in touch with our most precious business resource—information. Novell pioneered the network computing field, and our software has been at the heart of information management for more than a decade. As the massive potential of the Internet and today's business intranets are recognized, Novell's wealth of experience is making global network computing a reality.

Novell provides an information infrastructure that helps you stay in control of your resources and ahead of your competitors with market-leading solutions such as NetWare®, Novell Directory Services™ (NDS™), Novell BorderManager™, GroupWise®, and ManageWise®.

THE PARTNERSHIPS YOU REQUIRE

Of course, you demand more than just proven software solutions. In today's highly competitive business environment, the whole software ownership experience from pre-sale to installation to upgrade impacts corporate efficiency, profitability, and success. As a result, you rely on informed advice from your partners and suppliers. The software you use has to deliver a great return on investment. Vendors must understand your requirements and accommodate them on a worldwide basis. Security and support need to be assured, allowing you to focus on the core activities of your business.

With these requirements in mind, Novell created Novell Customer Connections®, a comprehensive suite of software licensing programs designed to help customers effectively plan, manage, and protect their Novell software purchases. Novell Customer Connections helps you minimize the cost and complexity associated with purchasing software, simplify the management of software assets, and reinforce your relationships with our trained and accredited resellers.

MEETING YOUR NEEDS: THE MASTER LICENSE AGREEMENT

The Novell Customer Connections Master License Agreement (MLA) is designed to help large organizations save money and easily manage the services and fulfillment options they require. The MLA provides Novell's largest, global customers the freedom they want to make purchasing decisions at a subsidiary, division, or branch level and the control they need to minimize costs enterprise-wide. Flexible and customizable, the MLA is the licensing solution for your organization, however large, geographically distributed, or decentralized.

The MLA program gives you for a more flexible method of implementing Novell systems across your business enterprise, while allowing you to maintain close contact with Novell for sales and technical support. Participation in the MLA allows you to benefit from the superior MLA discounts that recognize your volume commitment to Novell products. The MLA also offers a direct partnership with Novell that allows you to tap into our networking expertise, quality products, experienced account management team, award winning technical support, and consulting services. You may also choose to leverage the expertise of key Novell partners for license fulfillment and management, auditing, and billing.

HOW THE MLA BENEFITS YOUR ORGANIZATION

The MLA offers you several benefits to simplify the acquisition process, protect your investment in Novell software products, provide volume savings, and keep you in touch with Novell. These benefits include:

- **Comprehensive Software Maintenance** *MLA Maintenance is "software insurance" and technical support combined into one low fee, providing you upgrades to new product releases and support for your purchases directly from Novell.*

- **Node License** *Purchasing Novell System Products nodally through the MLA program reduces your software acquisition and management costs. This license option permits you to propagate servers freely throughout your organization, without additional costs.*

- **Novell Account Management** *An experienced account management team is available to play an active role in identifying and meeting your company's requirements, such as strategic planning, network design, and sales support.*

- **Volume Savings** *All your MLA purchases establish your MLA Membership Level, which determines your potential savings. Your MLA Membership Level is valid for the term of your MLA. The MLA's license-only purchasing also saves you time by taking you out of the business of receiving and managing large software shipments.*

- **Worldwide Purchasing and Product Fulfillment** *You can leverage your company's total buying power by allowing any subsidiary or division to take advantage of your MLA Membership Level. All of your subsidiaries and divisions can participate easily by submitting the Membership Form found in the Master License Agreement, and making a small initial purchase.*

- **Site License** *The MLA Site License helps you contain costs and standardize on Novell products by purchasing licenses on a per-workstation or per-headcount basis. The MLA Site License allows for simplified license tracking and flexible configuration.*

- **Novell Consulting Services** *Consulting Services provides various consulting options, such as on-site consulting, product integration, and directory design at discounted rates to assist you in implementing enterprise networking solutions.*

- **Novell Authorized Education Training** *As an MLA customer, Novell Education offers you one free voucher for any Novell Authorized Education course sponsored by participating Novell Authorized Education Centers™ (NAEC™), with additional training vouchers available at your MLA discount. MLA customers also may receive advanced technical training from Novell and the opportunity to become Restricted NAECs, allowing you to offer internal training for your organizations.*

- **Novell DeveloperNet™ Enterprise Subscriptions** *DeveloperNet, our premier program for developers, provides everything your internal developers need to build advanced applications and solutions for your company.*

- **Advanced Technical Training Videos** *These professionally produced video tapes offer your IT professionals a convenient, cost-effective way to stay up-to-date with Novell products and technology.*

- **MLA Software Demonstration Program** *Novell will periodically ship you the Novell Software Evaluation Library™ (SEL), a collection of key Novell software on CD. This library provides access to the latest Novell products. You may use the software on the SEL to evaluate Novell products for a period of 90 days before purchasing.*

- **Communication with Novell** *Ongoing, two-way communication with Novell is key to your success in the MLA program and in working with Novell software solutions. Novell has dedicated many resources, including a dedicated sales support team, an MLA website, MLA information exchange, local seminars, and beta test site opportunities, to provide and receive your feedback and recommendations regarding Novell products and services.*

- **Easy Renewal Process** The MLA automatically renews at the end of each two-year term, offering you continuous service of your MLA benefits and eliminating the time and legal costs associated with signing a new agreement.

COMPREHENSIVE SOFTWARE MAINTENANCE

Software Maintenance is an integral benefit of the MLA program. It is "software insurance" and technical support combined into one low fee, providing you cost-effective upgrades to products released during the Maintenance period and technical support direct from Novell.

COST EFFECTIVE PRODUCT UPGRADES

Maintenance is required with purchase of all Novell products. When a new version of a Novell product is released, you are automatically licensed to use the new product version and are entitled to receive the new product media, eliminating unforeseen software upgrade expenses. Maintenance has a fixed duration and covers all software version updates during the coverage period. As a result - depending on product release cycles - you may receive multiple upgrades by paying a single inexpensive Maintenance fee for your licenses.

Maintenance vs. Retail Upgrade Comparison
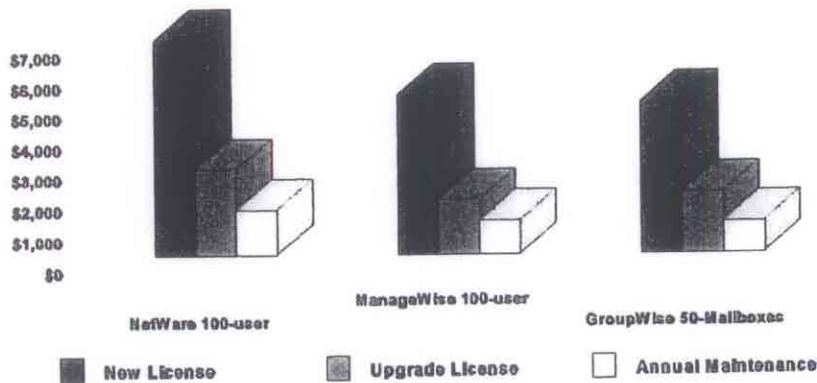
MLA Maintenance is available on the most current version of all Novell products. Maintenance may be added after first purchasing an upgrade license if you own an older version of a product.

You can obtain advance notice of upcoming product releases through the Novell website, *http://www.novell.com/*.

NOVELL PREMIUM SERVICE

MLA Maintenance also includes Novell Premium Service, the highest level of technical support Novell offers. It is designed for organizations that have centralized the management, control, and maintenance of their information systems, and employ skilled support professionals. These companies require a higher level of service—one that includes timely round-the-clock access to a team of senior support engineers, as well as the most current technical information and support tools.

Premium Service allows you the flexibility to build a customized support package that best meets your advanced support needs. The Premium Service package provides a specific set of services and tools, including the following features:

- Preferred access to Premium Service engineers
- Telephone support 24 hours a day, 7 days a week
- Account Management
- On-line incident submittal and tracking via Internet
- Novell Support Connection CD site license
- Proactive Technical Information Service
- Access to Advanced Technical Training
- Incident tracking reports

You may also set up your Premium Service agreement to receive either unlimited incidents for a specific number of authorized contacts (Contact Plan), or a set number of incidents to be used by multiple contacts (Incident Plan).

In addition to the features described above, your organization may purchase any of the following services:

- Advanced Technical Training
- On-site Support - Proactive Analysis
- On-site Support - Premium Service Engineer
- Primary Support Engineer
- Dedicated Support Engineer
- Scheduled Stand-by
- Configuration Management
- Remote Services
- Additional Contacts or Incidents
- Additional Support Connection CDs

REVISED 11/27/01
CHANGE #3

For more information about the technical support options available, please refer to the MLA Premium Service Guide available on the Novell Customer Connections website, *http://www.novell.com/programs/ncc/mla.html*.

NODE LICENSE

The MLA Node License allows you to purchase Novell System Products on a nodal basis rather than by stratified server licenses. A node is a connection to the network and is purchased on a product by product basis. Licensing in this manner is especially advantageous for customers who make multiple connections to different network servers. Utilizing this option, only one nodal license is needed for each component connecting to the network, rather than one license for each connection being made.

The Node License dramatically simplifies network administration and license purchasing. You need only purchase new licenses when new network connections are added, thus eliminating the need to track every server copy installed throughout an organization.

NETWORK
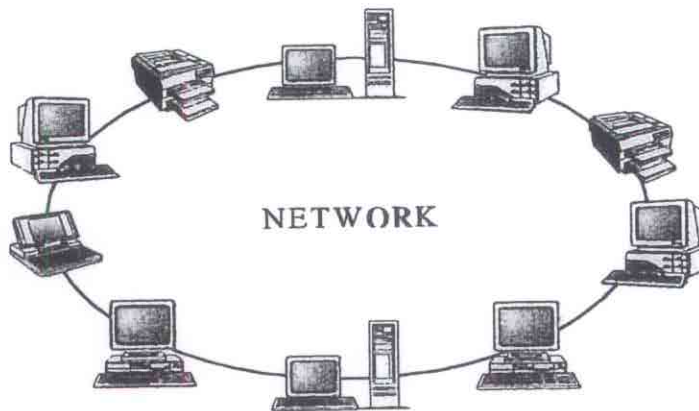
The MLA Node License allows licenses to be purchased nodally, regardless of how many server connections each user object makes.

NOVELL ACCOUNT MANAGEMENT

One of the MLA's primary benefits is the unique relationship with Novell. An account team consisting of a Novell Account Executive, a Systems Engineer, and a designated channel partner, if chosen, will work closely with the appropriate groups within your company to service your needs and requirements.

- **Novell Account Manager** An Account Manager is assigned to your location to assist in strategic planning and to serve as your key contact with Novell. This person also coordinates your partnership with Novell and ensures proactive assistance is provided on an ongoing basis.

- **Systems Engineer (U.S. Only)** A Novell Systems Engineer (SE) can be enlisted to provide pre-sales support, network design, and proof-of-concept help.

- **Channel Partnership** Novell has a network of highly qualified partners available to support you and your MLA. Approved partners are compensated by Novell for handling product fulfillment and license management. These partners, who participate either as MLA Sales Partners or MLA Fulfillment Agents, have met specific requirements to participate in the MLA program. Each partner maintains a strong technical knowledge of Novell products and has a well-trained staff and infrastructure to provide you with product and other software asset management assistance. MLA Sales Partners can assist you with system configuration, training, NDS implementation, pre-sales planning, multi-national shipping, technical consultation, and NetWare 3.x migration. MLA Fulfillment Agents can also provide these pre-sales and sales support activities, in addition to assisting you with software self-audits, order aggregation, and monthly reporting.

VOLUME SAVINGS

With an MLA, you can realize increased cost savings in return for your volume purchase from Novell. Your MLA Membership Level is established through your purchases of new, upgrade, and competitive upgrade licenses, Maintenance fees, and Premium Service through your MLA. Your MLA Membership Level determines your potential savings, therefore, the higher your MLA Membership Level, the greater your potential savings.

All of your purchases through the MLA are cumulative. If your total purchases exceed those required for the next level of program membership, your MLA Membership Level will be adjusted; allowing your entire organization to benefit from the benefits of the higher level. Novell confirms your total purchases annually to determine if your organization has reached a new MLA Membership Level. The change takes effect for the next annual period if a new level has been reached.

Participation in the MLA program begins with a minimum purchase of US$700,000 before discount (US$462,000 after discount). This purchase may consist of new licenses, upgrade licenses, competitive upgrade licenses, MLA Maintenance, and/or service fees. The combined purchases made by all of your company's divisions, subsidiaries, and affiliates apply toward making your initial qualifying purchase, and then accumulate to help your organization reach progressively higher MLA Membership Levels. The MLA offers tiered Membership Levels to ensure you receive competitive savings based on your volume commitment to Novell. (For more details about the Membership Levels, see the attached MLA Membership Table.)

MLA also offers you Price Protection, which guarantees the pricing for the products you license will not increase over the current term of your agreement. This benefit is only available through the MLA program and helps you to budget for and contain the costs of software acquisition.

MLA list pricing is available through the *MLA Product Availability and Price List*, which is published monthly and available on the Novell Customer Connections website, *http://www.novell.com/programs/ncc/*. You can easily calculate the price and quantity of each product you need to purchase with the price list and your MLA discount.

MLA NUMBER

A unique MLA Number provides Novell with important information about your agreement and must be referenced to obtain product pricing or place MLA orders. The MLA Number tracks various types of information including agreement type, and renewal month as a reference for simplified MLA Maintenance purchasing.
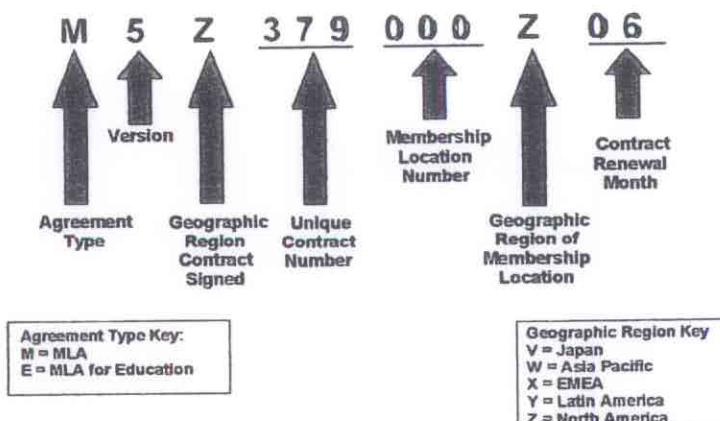
WORLDWIDE PURCHASING AND PRODUCT FULFILLMENT

The MLA provides global solutions for global customers. As a world wide organization, you have the option of allowing your affiliates, divisions, or subsidiaries to purchase under the terms of the MLA. Each of your business locations wishing to participate under the MLA must complete *an MLA Membership Form* (included as part of the MLA) and place an initial order for licenses or services of at least US$5,000 before discount. Membership locations also receive their own unique MLA Number - based on the MLA Number of the signing location - which they can use to place orders.

REVISED 11/27/01
CHANGE #3

MASTER SOFTWARE

One of the benefits of your MLA is the savings of time and money associated with using Master Software. You can save time through immediate access to your software, thus preventing delays associated with purchasing procedures and shipping. Master Software saves you money by eliminating multiple media and documentation purchases of the same product. Your cost is further reduced through use of your MLA Membership Level suggested discount.

The Master Software you receive is contained in a Software Masters kit. Software Masters include both the product media to install the software and any master version Serialized License Diskettes needed to enable the software up to the number of licenses purchased. This software can be installed as needed to support any additional license purchases of the product without the need to order additional media. MLA Maintenance for a product entitles you to receive new masters each time a new version of the covered product is released.

SITE LICENSE

The MLA Site License is an easy, cost-effective way to purchase and manage Novell products. With Site Licensing, key products can be purchased on a per-workstation or per-headcount basis, rather than by server connection. This allows you to increase the number of servers, connections, or employees you have without paying for additional server licenses, enabling you to plan ahead for rapid growth and make up-front payments for licenses. When participating in this option, your Novell Account Manager will assist you in defining your "site" and outlining the best option for your organization.

NOVELL CONSULTING SERVICES

Novell provides skilled consulting services to large companies, helping them implement superior enterprise networking solutions based on Novell products. As an MLA customer, you can purchase Novell Consulting at a discount. Services available through Novell Consulting are as follows:

- Designing an Enterprise Directory
- Implementing Novell's Intranet Solution
- Designing a GroupWise 5 Messaging System
- Creating a NetWare IP Solution
- Integrating NT into an NDS Environment
- Designing an Enterprise Management System
- Upgrading to NetWare
- On-Site Consulting
- Custom Consulting Service

Novell consultants are highly trained professionals with years of experience in the design and implementation of large enterprise networks. They get their information directly from the source, working closely with the expert engineers in the Novell product design group. Access to the latest product developments and dialog with product developers enable them to be the most efficient consultants in the world, offering you the highest standards of technical knowledge, experience, and insight. For more information see the Novell Consulting website, *http://www.novell.com/consulting/*, or contact your Novell Account Manager.

NOVELL AUTHORIZED EDUCATION TRAINING

Novell recognizes timely and accurate technical information about product directions and the application of technologies is critical to the success of information technology projects. You will receive valuable savings on Novell Authorized Education Training through Novell Education and Novell Authorized Education Centers (NAECs). You benefit from:

- A free course voucher for Novell Authorized Education
- The ability to purchase additional vouchers for training and student kits at your MLA Membership Level discount
- All voucher purchases being applied toward your MLA Membership Level
- A connection to the Novell authorized training channel

Our NAEC partners, located worldwide, offer training options to meet your needs and schedule. You can receive hands-on experience with the latest software and technical equipment. NAECs also offer courses in a variety of formats, including instructor-led classes, computer-based training, and workbooks. For the location of your nearest NAEC, visit the Novell Education website, *http://education.novell.com/*.

REVISED 11/27/01
CHANGE #3

You also have the benefit of the following two opportunities:

- **Ability to Become a Restricted NAEC and Offer Internal Training** MLA customers may provide training to their employees by participating in the Restricted NAEC program. For more information on the rules and regulations of becoming a Restricted NAEC, call 1-800-233-3382.

- **Advanced Technical Training** MLA customers may participate in Advanced Technical Training up to four times per year. Novell offers in-depth quarterly workshops covering current technical topics of interest to experienced individuals who service and support Novell products. These sessions are presented by experts from Novell Technical Support, Consulting Services, Product Development, and Novell Education.

NOVELL DEVELOPERNET ENTERPRISE SUBSCRIPTION

DeveloperNet, our premier program for developers, provides everything your internal developers need to build advanced applications and solutions for your company. As an MLA customer, you can purchase a subscription to the DeveloperNet Enterprise at your MLA discount, providing the corporate developers in your organization the products, tools, information, and support to do their jobs even better.

This subscription is designed to serve a whole organization, allowing you the option of designating up to two additional contacts to receive some of the DeveloperNet Enterprise subscription features, such as the Novell Software Evaluation Library (SEL) and Novell Software Developer Kits (SDK). Plus, you can select up to 10 additional individuals to join the DeveloperNet Electronic level and receive on-line access to DeveloperNet. After your subscription order has been received, Novell will contact you for the names and addresses of the additional DeveloperNet Enterprise contacts and DeveloperNet Electronic subscribers. For more information see the DeveloperNet website, *http://developer.novell.com*, or contact your Novell Account Manager.

ADVANCED TECHNICAL TRAINING VIDEOS

Advanced Technical Training Videos offer your IT professionals a convenient, cost-effective way to stay up-to-date with Novell products and technology. These professionally produced tapes feature Advanced Technical Training sessions presented by knowledgeable Novell support engineers. You can receive 40 percent off on your purchases of Advanced Technical Training Videos through your MLA. Access *http://support.novell.com/additional/advtt/us/* on the Worldwide Web to order your videos. Fill out the order form and indicate 'MLA' on the type of licensing program. You will be required to place these orders with a corporate or personal credit card. These purchases can only be made from Novell and do not apply towards your total accumulated purchases or Purchase Forecast.

MLA SOFTWARE DEMONSTRATION PROGRAM

The Novell Software Evaluation Library is the primary vehicle for the MLA Software Demonstration Program. The SEL is a library of Novell software containing the most up-to-date versions of Novell products, as well as Beta released software of upcoming products, and additional Early Access Release technology. Through this program, MLA customers may test Novell products by installing the contained software for evaluation in their organization. The MLA Software Demonstration Program offers a review period of 90 days from the date of installation, after which time the product can either be purchased or removed from the systems. The SEL is updated periodically and sent to you for the length of your MLA. Additional subscriptions to the SEL may be purchased from Novell at your MLA Membership Level suggested discount. Pricing information is located in the monthly *MLA Product Availability and Price List*, available at *http://www.novell.com/programs/ncc/*.

COMMUNICATION WITH NOVELL

A key component of your relationship with Novell is an ongoing, two-way communication. Novell provides this communication through various vehicles, including a designated website, local seminars, and forums with Novell Executives.

- **Novell MLA Websites** Novell Customer Connections has a dedicated MLA section on the Novell corporate website, *http://www.novell.com/programs/ncc/mla.html*. This location contains up-to-date information on the licensing programs, links to the home pages of Novell district offices and partners, the latest information on Novell products and services, technology strategies, and promotions. Also accessible through this site is the current *MLA Product Availability and Price List*. We encourage you to use the MLA website as a tool through which you can submit feedback to Novell.

REVISED 11/27/01
CHANGE #3

In addition, Novell's Major Accounts team has created a website for MLA customers which can be found at *http://www.novell.com/corp/ma/*. This website contains information such as an events calendar, information on new technology, and account contacts.

- **Novell MLA Information Exchange** Periodically, Novell may invite you to participate in special Major Account meetings. These meetings offer a forum for Novell Executives to exchange and share information with you about our strategic direction for your internal planning purposes. Novell also maintains a Major Account Advisory Board that includes customer representation and several CIO round tables. An informative website, *http://www.novell.com/corp/ma/*, has been designed specifically for our MLA customers.

- **Local Seminars** As an MLA customer, you are invited to participate in other events sponsored by local Novell offices including seminars, technology conferences, and technical information sessions.

- **Beta Test Site Opportunities** Priority consideration is given to MLA customers to be test sites for beta release evaluation. This benefit gives you the opportunity to gain familiarity with upcoming versions of key Novell products in advance of their general availability and to provide input to Novell on product performance and features.

- **Research Publications** Upon request you will receive three subscriptions to Novell AppNotes™, a Novell publication that covers network and systems integration, deployment, and management issues. You also receive three subscriptions to Novell Developer Notes, a Novell publication that focuses on development of enterprise distributed applications using Novell technologies and tools such as AppWare™.

- **Enterprise Solutions—Skills Transfer Workshops** In these workshops, Novell Consulting Services, as well as Novell Research and Engineering personnel discuss "best practice" information for the design, integration, and development of enterprise networking solutions. You may send two representatives to each workshop.

MLA CONTRACT PROCESS AND MEMBERSHIP CONFIRMATION

Your Novell Account Manager can assist you in planning your purchases of Novell products and determining the MLA Membership Level at which you will begin participating in the program. They will also present to you the *Master License Agreement*. Upon agreeing to the terms and conditions of the agreement, you should sign two originals of the agreement and submit them with your initial *Schedule C* and Purchase Order to Novell at:

Novell Contract Management
Novell Inc
1555 North Technology Way
Mailstop H-211
Orem UT 84097-2399

Your MLA enrollment is complete when the Agreement is processed by Novell. At this time, Novell will notify you with the MLA Welcome Packet.

MLA WELCOME PACKET

You will receive an MLA Welcome Packet from Novell upon completion of your initial enrollment. It will contain valuable information, including:

- A final copy of your signed *Master License Agreement*
- Notification of your unique MLA Number and MLA Membership Level information
- MLA Customer Guide
- Novell Product Information

The MLA Welcome Packet will also contain information that will help you share your MLA with your divisions, subsidiaries, and affiliates to maximize your benefits. Once you have received this confirmation, you may place additional MLA orders using your MLA Number.

EASY RENEWAL PROCESS

After your MLA Membership Level has been established, it remains valid for the current term of your MLA. For your convenience, the MLA automatically renews in additional two-year increments at the end of each term, providing uninterrupted service of your MLA benefits. This eliminates your time and legal costs associated with negotiating a new agreement. Please refer to the MLA for details on terms and conditions of termination.

IN SUMMARY

In a changing environment that poses particular challenges to acquiring and managing business software, the Novell Master License Agreement ensures your enterprise-wide business needs are met.

You have the flexibility through the MLA to purchase all Novell products and receive savings based on your total purchases. Multiple licensing and value-added service options help you significantly reduce the cost of acquiring Novell solutions. MLA Maintenance can further reduce the overall cost of software management and support. Through the MLA, all your subsidiaries can easily participate, allowing you to leverage the purchasing power of your entire enterprise.

With Novell and its Sales Partners and Fulfillment Agents fully supporting the MLA, you can be sure the professional advice and service you receive during your program term will further increase the value of your Novell software assets.

In addition to receiving valuable program information from your Novell Account Manager, you may also obtain program information from the Novell Customer Connections website, *http://www.novell.com/programs/ncc/*. Please refer to this site for the most current information on our licensing programs, as well as links to Novell sales offices, Novell resellers, and Novell products and services.

This document was created for use in the U.S., Canada, Asia Pacific, and Latin America regions. Some MLA benefits may vary by geographic region. Please contact your local Novell office for additional information.

The MLA contains the legal terms describing the rights and obligations of the parties participating in the MLA program.

This document generally describes Novell's current MLA program. The MLA program is subject to change, except as provided for in customer contract with Novell.

Part # 461-001242-001

REVISED 11/27/01
CHANGE #3

Master License Agreement
Premium Service Guide

The Novell Customer Connections® program is a comprehensive suite of software licensing options designed to help customers effectively plan, manage, and protect their Novell software purchases. Providing A Universe of Options, the program minimizes the cost and complexity associated with purchasing software, simplifies the management of software assets, and reinforces customer relationships with Novell's trained and accredited resellers.

One key component of Novell Customer Connections, the Master License Agreement (MLA), is designed to help large enterprise organizations save money and easily manage the purchasing, service, and global fulfillment options they require. The MLA provides the freedom customers want to make purchasing decisions at the subsidiary, division, or branch level and the control they need to minimize costs enterprise-wide. Flexible and customizable, the MLA is the licensing solution for large organizations, regardless of their geographic distribution or level of decentralization.

Technical Services

With the rapid advances in network computing and the proliferation of enterprise-wide intranets, it has never been more critical for networks to operate at peak efficiency at all times. Data is too important, and time too valuable, for anything but the optimum in system operation and efficiency.

As a result, many organizations today are employing full-time information systems professionals to design, manage, and troubleshoot their network systems and software applications. These professionals often demand the highest level of customized software support, obtained directly from the software vendor

As the world's premier networking supplier, Novell is committed to providing quality support to all of its customers. The Novell Support Connection is a comprehensive offering of technical support services that provides a wide range of programs to meet the specific needs of our customers.

Premium Service, as its name implies, is a top-of-the-line technical support offering from the Novell Support Connection. Designed with customer input, Premium Service offers the most thorough, personalized service in the industry—including direct access to Novell's most senior support engineers for the expertise and security associated with a customized, long-term relationship.

As a Master License Agreement (MLA) customer, the Premium Service package bundled with your license agreement assures you have access to the tools and resources you need to keep your network working at maximum efficiency.

Premium Service

Premium Service is the highest level of technical support Novell offers. It is designed for organizations that have centralized the management, control, and maintenance of their information systems, and that employ skilled support professionals. These companies require a higher level of service—one that includes timely access to a team of senior support engineers, as well as the most current technical information and support tools.

Premium Service allows MLA customers the flexibility to build a customized support package that best meets their advanced support needs. The Premium Service package provides a specific set of services and tools, including the following features:

- Preferred access to Premium Service engineers
- Telephone support 24 hours a day, 7 days a week
- Account Management
- On-line incident submittal and tracking (via Internet)
- Novell Support Connection CD site license (technical infobase)
- Proactive Technical Information Service
- Access to Advanced Technical Training
- Monthly incident tracking reports

In addition to these features, MLA customers may select either unlimited incidents for a specific number of authorized contacts (Contact Plan), or a set number of incidents to be used by multiple contacts (Incident Plan). These plans as well as the program features and options are described in detail below.

Contact Plan
The Premium Service Contact Plan is most appropriate for customers with a centralized support organization. Customers who select this plan authorize a specific number of people from their worldwide organization to work with Novell. The number of authorized contacts awarded is based upon the MLA Annual Discounted Maintenance Fee Revenue. Each of these authorized contacts may register an unlimited number of support incidents during the service agreement period. MLA customers may purchase the right to authorize additional contacts if needed.

Incident Plan
The Premium Service Incident Plan is designed for customers who wish to authorize numerous contacts due to the decentralized nature of their support organization. Customers who choose this plan receive a specific number of support incidents that may be used by any number of authorized contacts. The number of incidents awarded is based upon the MLA Annual Discounted Maintenance Fee Revenue. The customer assumes the responsibility of managing the distribution of these incidents to authorized contacts. Additional incidents may be purchased separately or billed on a quarterly basis.

Premium Service Features
Novell designed Premium Service packages to include the services most requested by its MLA customers. Because every organization is different, Novell makes each feature available separately, allowing customers to customize and enhance their service agreements.

The following describes each of the Premium Service features included for MLA Customers:

Preferred Access to Premium Support Engineers
Organizations with large, complex systems typically have a skilled and experienced support staff that prefers to work with knowledgeable support engineers. MLA customers receive access to a responsive team of Novell's most experienced support engineers 24 hours a day, 7 days a week.

Account Management
Many accounts desire a customized level of service that can only be achieved through personalized account management. Account management has proven to be one of the most valuable features of Premium Service.

Account management is determined by the amount of annual discounted maintenance fees paid by the account. The initial level of annual discounted maintenance required for a Service Account Manager begins at $120,000. However, accounts can purchase a higher level of account management if desired. Account management activities may include:

REVISED 11/27/01
CHANGE #3

- Helping MLA customers understand Premium Service and take advantage of its benefits
- Communicating proactively via phone or e-mail to ensure responsive resolutions
- Sending tracking reports outlining customer incident status and history
- Assisting the customer in becoming proactive through the use of support tools
- Becoming familiar with the customer's system configuration and environment
- Advocating and coordinating the customer's technical issues with Premium support technicians

To ensure effective and efficient communication, each customer designates a single individual as the "primary contact." The primary contact serves as a point person to receive communication directly from the Account Management team and then communicates appropriate information to other authorized contacts.

Online Incident Submittal and Tracking (via the Internet)

In addition to incident tracking reports, MLA customers can submit and monitor their own incidents online. Using Novell's secure software for the Internet, customers can access the most current information from Novell's global support database, including detailed descriptions of the actions taken by the support engineer. Having access to this information helps customers stay informed and feel confident that their issues are being addressed.

Novell Support Connection CD

IS professionals employed by MLA customers can quickly resolve problems that occur within their own systems if given timely, accurate information. With the Novell Support Connection CD—Novell's technical information base on CD-ROM—authorized contacts can quickly and easily find answers to many technical questions.

MLA customers receive one global site license for the Novell Support Connection CD, which allows them to share the information throughout their organization. This product is updated and distributed every month and contains the latest technical information assimilated by Novell support engineers and customers who maintain network systems. The Novell Support Connection CD runs under MS Windows*, DOS, and Macintosh*. While the global site license provides coverage for all customer locations, customers may wish to purchase (at the MLA discounted price) additional CD-ROM sets to be shipped under the same site license.

The number of subscriptions provided is based upon the MLA customer's Annual Discounted Maintenance Fee Revenue.

Proactive Technical Information Service

Business today is not only competitive, but fast-paced as well. MLA customers require immediate access to the latest technical information to enhance their productivity and to help prevent future problems. Customers who have an e-mail address are placed on an electronic mailing list to receive technical information each week through the Internet. Customers receive timely, relevant technical support information, including the latest Technical Information Documents, bug/patch notifications, hot issues, and new file upload listings. This key service, which electronically provides information and solutions as soon as they become available, helps customers improve their professional knowledge and self-reliance.

Incident Tracking Reports

MLA customers receive timely reports of all incidents they register in Novell's global support database. These reports contain information such as problem description, dates opened and closed, assigned engineer, and resolution. Reports are distributed each month by the customer's SAM.

Premium Service Options

In addition to the features described above, MLA customers may also choose from a variety of optional services. These services allow customers to customize and enhance their service agreements.

In its quest for continuous improvement, Novell invites customers to submit requests for services not listed in the current program. Novell will evaluate each request and determine the feasibility, cost, and delivery method for the requested service.

MLA customers may purchase any of the following services which are described in detail below:

- Advanced Technical Training
- On-site Support - Proactive Analysis
- On-site Support - Premium Service Engineer
- Primary Support Engineer
- Dedicated Support Engineer
- Scheduled Stand-by
- Configuration Management
- Remote Services

Advanced Technical Training

Information systems professionals know that the efficient operation of their systems results in significant savings of both time and money. Advanced Technical Training is designed by the Novell Support Connection to give MLA customers the professional knowledge they need to operate their systems at peak efficiency. The curriculum includes in-depth instruction and insights into the features and issues relating to current Novell product releases. Advanced Technical Training is provided in two forums:

Training Seminars

These highly technical training seminars are typically three-day sessions and are held at Novell support sites around the world. Many sessions include hands-on training and are taught by qualified professionals from Novell technical support, engineering, and consulting departments, and by other technically qualified Novell employees. Classes are available on a first-come, first-served basis.

Regional Skills Workshops

These exclusive workshops, typically one day courses, provide comprehensive technical training on a variety of leading edge topics. They are available in many locations, making it convenient and economical for MLA customers.

A schedule of the Advanced Technical Training, as well as a detailed outline of the curriculum, is distributed to all MLA customers through the Proactive Technical Information Service. Additional Advanced Technical Training seminars and courses are also available through satellite broadcasts, video tapes, and computer-based training on CD-ROM. Information on these training services is distributed in the Proactive Technical Information Service and is available on the Novell Support Connection web site (http://support.novell.com).

Onsite Support: Proactive Analysis

In response to customer demand, Novell has created a service that provides MLA customers with an analysis of the functionality of their network systems. Proactive Analysis helps customers increase their in-house expertise and prevents future system problems by optimizing the installation and configuration of the customer's Novell products.

A group of Premium support engineers, usually lead by the customer's Primary Support Engineer, will visit the customer's site for a specified period of time to analyze and troubleshoot their NetWare® and GroupWise™ configurations (i.e. Novell Directory Services™ tree design, server, client, gateways, LAN/WAN, and routers). This team also provides the customer with in-depth documentation and hands-on training, and produces a comprehensive report of their analysis, complete with recommendations.

The price of this service is determined by the number of support engineers required and the number of days spent at the customer's site. For a specific price quote, please contact your SAM.

Onsite Support: Premium Service Engineer

Some MLA customers prefer to have Novell's specialized support engineers personally assist their IS professionals in critical situations or with the installation and maintenance of software. Novell provides MLA customers with the option of purchasing onsite technical support when necessary. For each request, Novell sends the most qualified support engineer available. This service is billed on a per-day basis, plus associated air travel expenses. Novell assumes the food, lodging and other travel-related expenses.

Scheduled Stand-by

Routine network maintenance, updates or upgrades, are generally scheduled during weekend or evening hours to minimize the impact on business operations. By planning ahead, Premium Service customers can avoid surprises and delays. Scheduled Standby gives you assurance that the Premium support engineer with the best skills and expertise is available at a moment's notice to help you be back online before business resumes.

Primary Support Engineer

Some organizations desire a personalized and consistent relationship with one support engineer. A Primary Support Engineer (PSE) is assigned up to three accounts, taking all customer support calls within his or her area of expertise. The PSE is available during Novell's business hours and after hours for high-severity issues. Other Premium support engineers provide backup support when the PSE is unavailable.

MLA customers can purchase the services of a PSE for a six-month period, with one on-site visit included; or for an entire year, with two on-site visits. Each on-site visit is two days in duration. Purchasing the six-month PSE option allows customers who need assistance with installation, upgrades, or new product launches the flexibility of having a PSE only for the amount of time needed.

Designated Support Engineer

Occasionally an organization needs a full-time support engineer from Novell. Designated Support Engineers (DSEs) are Novell's top support engineers and are selected based upon the technical expertise required by the customer.

The DSE's primary function is to be an expert resource, assigned solely to one Premium Service customer. The customer works with the DSE to solve technical issues, discuss the status of open incidents or escalate incidents. The DSE is available during Novell's business hours or after business hours for high-severity issues.

MLA customers may request that the DSE travel onsite to address a specific problem or technical issue. Novell covers all expenses for two visits per year for up to three days per visit. Additional visits may be requested; the customer, however, must pay for all associated travel expenses.

Configuration Management

Network systems are unique, complex environments that are constantly changing. MLA customers are continually upgrading to the latest software version, installing the most recent patch, or adding new users. To stay abreast of these changes, Novell has created a valuable support tool known as the Customer Configuration Profile. This profile is stored and used to provide the account with customized support solutions. The customer's Primary Support Engineer manages the process of gathering and compiling configuration information by working with the Service Account Team and other Premium support engineers to collect information during Proactive Analysis and other onsite support visits.

With electronic access to customer and system information, Premium support engineers no longer need to spend valuable time creating a mental picture of the customer's system. As Novell works with its customers to keep information current, the Premium Service team will proactively provide customers with information (i.e. patches,

fixes, drivers, troubleshooting tips) that directly applies to their unique configuration. In addition, the team will be able to assist these customers in making informed decisions as they plan, configure, and implement changes to their network environment. Configuration Management can be obtained through the purchase of a Primary Support Engineer (PSE) or Dedicated Support Engineer (DSE).

Remote Services

Some MLA customers desire remote assistance managing and troubleshooting their networks. Novell provides a variety of optional remote services using ManageWise™, Novell's market-leading network management solution, and NetWare Connect Service. Using these products, Novell can determine problems and perform diagnostics and other services that previously required onsite support, saving both the customer and Novell time and expense. All MLA customers with access to ManageWise and NetWare Connect Service can benefit from this new service.

Novell also provides services that take advantage of high speed remote network access, including virus protection, network traffic analysis, hardware and software inventory, automatic creation of network layouts, server performance monitoring, and other network administration tasks. The remote monitoring and technical support services are only available as an option and priced according to customer need.

Selecting a Support Plan

Each MLA customer is entitled to Novell's Premium Service. The amount of service is determined by applying the customer's Annual Discounted Maintenance Fees toward an annual Premium Service contract and the purchase of any of the optional services. MLA customers simply choose between the Contact Plan (customers authorize a specific number of contacts, who receive unlimited access) or the Incident Plan (customers receive a specific number of incidents, to be used by anyone authorized by the customer).

Premium Service Options Pricing

MLA customers can select optional services to help manage and maintain their information systems and to customize their technical support relationship with Novell. These options are add-on services to the core services previously described. Any number of options can be combined for purchase. Pricing for the Premium Service options is available in the *MLA Product Availability and Price List.*

General Provisions

This Master License Agreement Premium Service Guide, including the following General Provisions, governs Novell's delivery of technical services under the MLA. Upon execution of the MLA, Novell will provide Customer with its personal identification numbers (PINs) and will activate technical services.

Product Alterations

Customer agrees not to make, attempt to make, or cause to be made any patches, repairs, or alterations to, or to perform any maintenance on, any Novell products, except as may be approved in advance and in writing by Novell.

Authorized Contacts/PINs

Customer's authorized contacts must be limited to those professionals who take calls within its organization (e.g., help desk personnel, system administrators). Customer may authorize additional contacts upon providing Novell prior written notice and payment pursuant to the number of authorized contacts added. Customer's authorized contacts shall provide Novell with the assigned PIN when registering an incident. An incident cannot be registered under the Customer's name alone. Customer agrees to distribute the PINs solely to its authorized contacts and will make best efforts to ensure against unauthorized disclosure or use of the PINs.

REVISED 11/27/01
CHANGE #3

Supported Products

Novell will provide technical services on all Software listed on the then-current MLA Price List. Notwithstanding the foregoing, Novell reserve the right to determine the level or extent of technical services for each such product based on Novell's then-current product support life cycle policy. Novell may modify such policy at any time without advance notice to Customer.

Software

The use of any software provided by Novell as part of the technical services under the MLA (e.g., software patches and fixes provided on the Novell Support Connection CD) will be governed exclusively by the license terms and accompanying warranty, limitation of liability, and other terms and conditions accompanying such software.

Support Materials

Novell grants to Customer a perpetual, non-exclusive, and non-transferable license to use and distribute internally any support materials (excluding all software, which is covered above) provided by Novell to Customer as part of the technical services under the MLA. Such materials are licensed to Company solely for internal use. Novell reserves all rights in its support materials (including, without limitation, the right to copy the materials) not expressly granted to Customer under this section.

Subcontract

Novell may subcontract any portion of the technical services provided under this MLA, including on-site services, to a third party contractor without the prior consent of Customer, provided that Novell remains fully responsible for the performance of all of its obligations under this MLA. For any and all purposes, any such subcontractor will be deemed to be an independent contractor of Novell and not its employee, agent, joint venturer, or partner.

Novell Support Connection CD

Customer shall receive at no cost one subscription to the Novell Support Connection CD, which contains a database of available technical information and Novell update files pertaining to the Software. Customer may also receive additional subscriptions based upon the level of Customer's annual Maintenance Fees, as described in this Brochure.

On-Site Support

Novell agrees to provide on-site support to Customer only after all other escalation procedures have been exhausted or have failed to produce a satisfactory resolution. On-site support will be postponed if Novell is waiting for Customer to provide information or materials, which are considered to be reasonably necessary for Novell to exhaust all levels of escalation. *A fee is associated with on-site support.*

Customer Assistance

Customer agrees to employ reasonable measures to assist the Novell support engineer taking the call and to perform certain duties and services as may be reasonably directed by Novell in response to incidents, such as system restarts and running of operational readiness tasks. Customer will provide Novell with equipment and configuration information for all networks being serviced and will cooperate with Novell in enabling dial-in remote access for troubleshooting and diagnostics. Customer will also advise Novell of any relevant changes to NetWare systems a minimum of three working days prior to making changes.

Network Analyzer

Customer agrees to maintain and have available for use a network analyzer. Customer also agrees to monitor activities on selected network segments with the analyzer upon Novell's request. Novell prefers LANalyzer® or Sniffer®. Novell also recommends that Customer purchase a copy of ManageWise.

Technical support packages or add-on features purchased after the start of the MLA will be prorated for the remaining life of the MLA. Prorated contracts may alter services offered.

To establish MLA technical support (Premium Service), please complete the Premium Service Selection Form. Premium Service options can be purchased by completing a Schedule C order form and submitting it with a corresponding purchase order. Completed forms and schedules are mailed to:

MLA Sales Operations
Novell, Inc.
Mailstop Q-231
1555 N. Technology Way
Orem, UT 84057-2399

For additional information regarding the Master License Agreement, contact the Novell Regional Sales Office in your area, or MLA Customer Service at 1-800-861-2560 or 1-801-228-9810.

Macintosh is a registered trademark of Apple Computer Inc. Windows is a registered trademark of Microsoft Corporation. Technical information, product availability, pricing and policies are subject to change without notice.

REVISED 11/27/01
CHANGE #3

Premium Service Selection Form

Company Information: Primary Support Site

Parent Company Name: _____

Division: _____

Address: _____

City, State, Zip: _____

Country: _____

Management Contact: _____

Phone: _____

Annual Discounted Maintenance Fee Revenue: $ _____

Technical Support Selection

Please choose one of the following service plans (required):

☐   Contact Plan (Unlimited Incidents)

Number of authorized contacts_____

Number of Novell Support Connection CD Subscriptions_____

OR

☐   Incident Plan (Unlimited Support Contacts)

Number of incidents_____

Number of Novell Support Connection CD Subscriptions_____

Service Agreement Number (assigned by Novell): _____

Please complete the appropriate number of support contacts/subscriptions for your technical support addendum. If additional space is required, attach additional copies of this page.

Primary Authorized Contact:

Name: _____

Division: _____

Address: _____

City, State, Zip: _____

Country: _____

Phone: _____

Fax: _____

E-mail: _____

Authorized Contacts:

Name: _____	Name: _____
Division: _____	Division: _____
Address: _____	Address: _____
City, State, Zip: _____	City, State, Zip: _____
Country: _____	Country: _____
Phone: _____	Phone: _____
Fax: _____	Fax: _____
E-mail: _____	E-mail: _____
Name: _____	Name: _____
Division: _____	Division: _____
Address: _____	Address: _____
City, State, Zip: _____	City, State, Zip: _____
Country: _____	Country: _____
Phone: _____	Phone: _____
Fax: _____	Fax: _____
E-mail: _____	E-mail: _____

REVISED 11/27/01
CHANGE #3

Novell Support Connection CD Additional Subscriptions:

Name: _____	Name: _____
Division: _____	Division: _____
Address: _____	Address: _____
City, State, Zip: _____	City, State, Zip: _____
Country: _____	Country: _____
Phone: _____	Phone: _____
Fax: _____	Fax: _____
E-mail: _____	E-mail: _____

Name: _____	Name: _____
Division: _____	Division: _____
Address: _____	Address: _____
City, State, Zip: _____	City, State, Zip: _____
Country: _____	Country: _____
Phone: _____	Phone: _____
Fax: _____	Fax: _____
E-mail: _____	E-mail: _____

Name: _____	Name: _____
Division: _____	Division: _____
Address: _____	Address: _____
City, State, Zip: _____	City, State, Zip: _____
Country: _____	Country: _____
Phone: _____	Phone: _____
Fax: _____	Fax: _____
E-mail: _____	E-mail: _____

Novell Sales Information:

Regional/Country Manager: _____

Location: _____

Phone: _____

Account Manager: _____

Location: _____

Phone: _____

Please Note: MLA customer assumes the responsibility to coordinate the allocation of support contacts, incidents and copies of the Support Connection CD among participating divisions and locations.

Novell Customer Connections

June 1, 1998

REVISED 11/27/01
CHANGE #3

MASTER LICENSE AGREEMENT (MLA)

Product Availability and Price List Text Document
September 1999
TABLE OF CONTENTS

REVISED 11/27/01
CHANGE #3

INTRODUCTION

The Master License Agreement (MLA) Product Availability and Price List is published monthly as a service to Novell Customer Connections® MLA customers. The list is published electronically in Excel spreadsheet format and can be downloaded from the Novell Customer Connections Internet site at *http://www.novell.com/programs/ncc/price.html*. Novell encourages customers to share these files internally over their electronic distribution systems.

To Order Product

Send a completed Schedule C Order Form and Purchase Order to:
Major Accounts Order Management
M/S Q-231
Novell, Inc.
1555 North Technology Way
Orem, UT 84097-2399
Fax (801) 228-9511

For EMEA (Europe, Middle East, Africa) based customers, please send the completed order information to:
Novell Ireland
Treasury Building
Lower Grand Canal Street
Dublin 2, Ireland
Attn: MLA Order Management Department
Fax: +353 1 605 8088
Telephone: +353 1 605 8000

To Order Documentation

Documentation for Novell Products is offered through a third party fulfillment agency, Zomax/Next Generations Services Group, who also determines the pricing. Specific directions for ordering documentation can be found at *http://www.novell.com/documentation*.

Per-Node/Per-Server Licenses

Products are listed in this price list on a per-node basis, per-server basis, or both, according to pricing listed in the corresponding columns. An "N/A" listed in a column indicates that the

PAGE 78 OF 130

product is not available under the specified option. Master License Agreement customers may acquire software on either a per-node or a per-server on a **product by product basis**, but may not mix Node and Server Licenses of a product at a single Customer location. A Customer location is defined as having an individual street address.

Maintenance

Maintenance on Novell products will keep a customer current on the product technology as long as the customer is currently at the latest product revision level. Customers are required to upgrade any older-revision product licenses to the most current version of the software before purchasing Maintenance.

Competitive Upgrades

For certain designated Novell products, MLA customers using qualifying competitive products can receive favorable pricing when upgrading to Novell products. Unless otherwise stated, all competitive upgrades are included as regular upgrade line items in the Price List.

Price Protection

MLA customers are able to take advantage of price protection through their current contract term. Once an MLA customer has purchased a product, they can buy additional licenses of that same product at that same price throughout their current contract term.

PROGRAM DELIVERABLES

Software Masters

Software Masters include the necessary media to install and run the software on multiple servers as well as any hard copy documentation. As part of the master software, customers will receive any master version serialized license diskettes needed for serialized products, which the customer can then install as often as needed to support future license purchases. MLA customers can purchase additional master sets for the prices listed in the **MLA Product Availability and Price List**. MLA Maintenance will provide customers upgrades to these masters automatically as new versions of products are released. Novell Master Software part numbers begin with an '886' code.

Product Licenses

Product licenses indicate the number of licenses an MLA customer has ordered. Customers use a Software Master to install their licenses up to the amount purchased. Novell Product License part numbers begin with an 'LIC' code.

MLA Software Demo Program

The NSCL continues to be the primary vehicle for the MLA Software Demo Program. Through this program, MLA customers may 'test drive' Novell products by installing the contained software for evaluation in their organization. The MLA Software Demo Program offers an evaluation period of 90 days from the date of installation, after which time the product can either be purchased at the customer's standard MLA pricing or uninstalled. Additional NSCL subscriptions may be ordered for $495. A complete list of the products contained on the current release of the NSCL can be found at: *http://www.novell.com/nscl/content.html.*

FREE SOFTWARE MASTERS

MLA customers can receive one free Software Master for each product type ordered, on any product order that exceeds $5,000 or 500 points (before discount). This new policy was implemented to help MLA customers realize a lowered cost of acquisition under the MLA program.

When an MLA customer places an order that exceeds $5,000 or 500 points, the customer need only specify the Software Master part number and indicate a price of $0 to receive the Software Master they need free of charge. Customers may only receive one free master **per ordered product** on their order. If more than one master is ordered, the customer will receive one free master and will need to purchase the others at the standard Software Master price, less their standard MLA discount.

In addition to the above enhancement, on an MLA Ordering Location's **initial** order, they may receive one free master for each product they are ordering plus two additional Software Masters* free of charge. To receive this software, customers must indicate their software master needs on their order by indicating the part number for the masters and $0 for the price. If masters are not specifically ordered, they will not be shipped. This offer applies ONLY to the first orders from new membership locations, and must be taken at the time of the initial order to qualify.

*Note: the additional free masters may include Software Masters for products that are not being ordered on the initial order but are part of a customer's planned future product installations.

All requests for free Software Masters must be indicated on qualifying orders. Novell will not accept requests for free masters on non-qualifying orders (orders for less than $5,000 or 500 points before discount).

Important Note: Once a master set has been ordered for a given product, that master set can be used over and over to install new licenses as needed. **It is therefore not necessary to order repeat master sets for locations that already have a set for a given product.** Customers are ultimately responsible under their contracts for the protection and return of **ALL** master sets in their possession, so Novell strongly recommends that repeat sets are not ordered, even when an order meets the minimum order criteria.

NEW PRODUCTS AND PRICING FOR SEPTEMBER 1999 PRICE LIST

The following products and price changes are new listings in the September Price List. For pricing and part numbers, see the *Product Change Notification* section of the price list.

ZENworks 2/ManageWise 2.6 Bundle

The ZENworks 2/ManageWise 2.6 Bundle (English version) is now available to all customers worldwide. The ZENworks 2/ManageWise 2.6 Bundle provides the application deployment and workstation management capabilities of ZENworks and the proven server and network management capabilities of ManageWise in a single package.

ZENworks 2 includes a 5-user license for Check 2000 v3.11 for ZENworks, a tool for assessing, remediating and maintaining desktop Y2K readiness. Additional licenses for Check 2000 can be purchased from Novell separately. ZENworks 2 also includes a matching user count of VirusScan, a virus protection solution from Network Associates for Windows 3.x, 95, 98 and NT along with a grant number for a 6-month subscription to pattern file and software updates for VirusScan. Customers may purchase additional VirusScan subscriptions from Novell separately.

The ZENworks 2/ManageWise 2.6 Bundle must be purchased on a per-user basis. Customers who own any previous ZENworks/ManageWise bundle are eligible for bundle-to-bundle upgrade pricing. Customers who do not own the bundle but who own ZENworks OR ManageWise are eligible for the ZENworks- or ManageWise-to-bundle upgrade pricing.

NOVELL EDUCATION VOUCHERS

Novell Education recently announced the availability of MLA One-Day Training Vouchers and Student Kit Vouchers for MLA customers worldwide. MLA customers will be able to apply their customer discount to the vouchers they purchase and can redeem the vouchers at any participating Novell Authorized Education Center (NAEC).

Novell Education 1 Day Training Voucher

MLA customers are now able to take advantage of Novell Education Training at discounted prices through the recently announced 1 Day Training Vouchers. Customers can purchase these training vouchers through the MLA program and redeem them at any participating NAEC worldwide.

Customers are able to purchase as many vouchers as needed to cover their entire training through NAECs, and every purchase applies towards establishing their MLA membership level and will receive the MLA customer discount. If a customer is planning to have 10 employees attend a 3 day Novell training course, they can simply purchase 30 Novell Education 1 Day Training Vouchers and present them at the NAEC for the training course of their choice. The cost of the training vouchers also includes the accompanying training materials.

Due to local economic and market conditions in each region of the world, prices for training vary in each region. For this reason, and to accommodate large multinational companies, Novell has created 5 "Market Types" (see below) that are associated with the Education Training vouchers. Each voucher must be redeemed in the market region for which it is designated, but can be purchased in other regions. For example: Company A's headquarters are located in Canada where they purchase product for all their divisions worldwide. If they have employees in Spain that need Novell Training, they would; 1. Purchase vouchers for Market Type #4, 2. Send the vouchers to their division in Spain, 3. The employees in Spain would redeem the vouchers at an NAEC in Spain.

Novell Education 1 Day Training Voucher Market Types

Market Type	Countries
1	UK, Benelux, Germany, Austria, Switzerland, Nordic
2	North America, Japan
3	France, Italy, Australia, New Zealand
4	Portugal, Spain, Africa, Middle East, Latin America, Hong Kong, Singapore, Malaysia, Korea, Israel, Turkey, Greece
5	Commonwealth of Independent States, Central Eastern Europe, Thailand, Indonesia, Philippines, China

Student Kit Voucher

Student Kits provide customers with authorized training materials for self study or for courses at a NAEC. MLA customers can order the Student Kit Voucher through their regular channel and will have 12 months to redeem the voucher from a selected NAEC.

Only from NAECs can customers receive Novell-developed and approved curriculum, state-of-the-art classrooms and labs, and customized classes to meet their unique training needs. For a list of these NAECs, contact Novell Education at (800) 233-EDUC or a local Novell sales office.

For a list of the available Student Kits and the Education Voucher pricing, please refer to the end of the MLA Product Availability and Price List.

NOVELL PRESS BOOKS AVAILABILITY AND DISCOUNTS

MLA customers are now able to purchase Novell Press books at a 50% discount.

Novell Press is a corporate press that provides customers with technical information about Novell products and programs. Novell Press has the number one line of networking books with over one million copies sold worldwide. Novell Press titles cover a broad spectrum of topics and technical levels to fit your information needs. Written by experts with the full participation of Novell's staff, these books are the premier information source in the networking industry.

Novell Press books are available through Novell's publishing partner, IDG Books Worldwide. A list of available books and prices are found at the end of the MLA Product Availability and Price List. To order Novell Press books:

In the USA:

Call 1-800-842-8996 x3134 and ask for Robin Driscoll.
Fax your order with MLA customer number to 1-415-655-3299, Attn. Robin Driscoll.

Outside the USA:

Please contact your local IDG Books distributor, or call 415-655-3000 and ask for International Sales. Fax your order to 1-415-655-3299, Attn. Robin Driscoll. A list of IDG Books distributors outside the USA are found on the following 2 pages.

Argentina
Distribuidora Cuspide
Contact: Fernando Gil Paricio
Suipacha 764
Buenos Aires
Argentina
Tel. 54. 1. 322. 8868
Fax. 54. 1. 322. 3456

Australia
WoodsLane Pty. Ltd.
Contact: Sean Ashby
Unit 7/5 Vuko Place
Warriewood NSW 2102
Australia
Tel. 61. 2. 9970. 5111
Fax. 61. 2. 9970. 5002

Brazil
Livraria Cultura
Contact: Pedro Herz
Avenida Paulista, 2073
Conjunto Nacional
Sao Paulo CEP 01311-940
Brazil
Tel. 55. 11. 285. 4033
Fax. 55. 11. 285. 4457

Canada
Macmillan Canada
IDG Books Division
Contact: Elizabeth Wilson
164 Commander Boulevard
Scarborough, ON
M1S3C7
Tel. 416. 293. 8464
Fax. 416. 293.9009

Ecuador
Ediciencia S.A.
Contact: Freddy Aveiga
Guarderas 951 Y Jalil
Quito
Ecuador
Tel. 593. 2. 246. 825
Fax. 593. 2. 465. 800

Europe
For Information Contact:
IDG Books Worldwide, Inc.
Account Executive - Europe:
Kelli B. Smith
7260 Shadeland Station
Suite 100

Indianapolis, IN 46256
Tel. 317. 596. 5522
Fax. 317. 596. 5299

Hong Kong
Longman Asia Ltd.
Contact: Ray Chan
18th Floor, Cornwall House
Taikoo Place
979 Kings Road
Quarry Bay
Hong Kong
Tel. 852. 2811. 8168
Fax. 852. 256. 7440

Japan
Toppan Company Ltd.
Contact: Hiroshi Yuri
Toppan Yaesu Building
2-2-7 Yaesu, Chuo-ku
Tokyo 104
Japan
Tel. 81. 3. 3276. 8191
Fax. 81. 3. 3276. 5446

Korea
Addison Wesley

Publishing Company
Contact: Chong Kyong Han
Sam Ma Building
3rd Floor, 403-16
Seo Kyo-Dong Mapo-Ku
Seoul, 121-210
Korea
Tel. 82. 2. 335. 7987
Fax. 82. 2. 335. 7988

Malaysia
Longman Singapore Publishers
Contact: John Chong
9 Jalan PJ S11/16
Bandar Sunway
46150 Petaling Jaya
Selanger Darul Ehsan
Tel. 60. 3. 734. 3693
Fax. 60. 3. 734. 8800

Middle East & North Africa
Authorized Sales Agent:
Anthony Rudkin Associates
Contact: Adam Dent
P.O. Box 15
51 Cornmarket Street
Oxford OX1 3EB
England
Tel. 44. 1865. 724. 627
Fax. 44. 1865. 792. 309

New Zealand
WoodsLane Enterprises Ltd.
Contact: Les Sperring
P.O. Box 575
21 Cooks Street
Wanganui
New Zealand
Tel. 64. 6. 347. 6543
Fax. 64. 6. 345. 4840

Philippines

WS Computer Publishing
Corporation
Contact: William L. Chua
7/F Sedcco I Building
Legaspi Corner Rada Street
Legaspi Village, Makati
Metro Manila
Philippines
Tel. 63. 2. 810. 9301
Fax. 63. 2. 817. 6430

Peru
Ediciones ZETA S.C.R. Ltda.
Contact: Jorge M. Zavaleta S.
Pachacutec 1414
Jesus Maria
P.O. Box 11-0769
Lima
Peru
Tel. 51. 14. 72. 9890
Fax. 51. 14. 72. 5942

Singapore
Longman Singapore
Publishers Ltd.
Contact: Daniel Loh
Jurong Town
25 First Lok Yang Road
Singapore 629734
Tel. 65. 268. 2666
Fax. 65. 268. 7023

South Africa
Simron/Intersoft
Contact: Linda Earl
19 Kent Road
Dunkeld West
Johannesburg 20166
Republic of South Africa
Tel. 27. 11. 788. 0953
Fax. 27. 11. 788. 1001

Taiwan
Unalis Corporation
Contact: Graffie Kuo
5F, No. 339
Tun Hwa S. Road, Sec. 1
Taipei 10654
Taiwan, R.O.C
Tel. 886. 2. 704. 2762
Fax. 886. 2. 700. 1006

Thailand
Longman Singapore Publishers
Contact: Puripat Pakavanleetorn
15th Floor, Suite 1502
Ban Chang Glas Haus Building
1, Sukhumvit Soi 25
Klongtoey
Bangkok 10110
Thailand
Tel. 66. 2. 260. 6084
Fax. 66. 2. 260. 6085

United Kingdom
Transworld Publishers Ltd.
Contact: David Gooding
61-63 Uxbridge Road
London, W5 5SA
England
Tel. 44. 181. 231. 6661
Fax. 44. 181. 231. 6666

Venezuela
Contemporanea de Ediciones
Contact: Guillermo Ramirez
Av. La Salle. Res. Irbia, Los Caobos
Caracas
Venezuela 1050-A
Tel. 58. 2. 782. 2991
Fax. 58. 2. 793. 6566

REVISED 11/27/01
CHANGE #3

GENERAL TERMS, CONDITIONS, AND NOTES

- This price list shows availability of products under the Master License 3.0, 4.0, and 5.0 Agreements. If a product is not listed it is not available under the MLA.

- Every effort is made to release MLA products at the same time that products are released to Novell's general Channel. However, since additional engineering is required, this is not always possible.

- Novell reserves the right to correct typographical errors in product description, part numbers, or pricing.

- Corrections to customer Contract or Location Coordinator information should be sent or faxed to Major Markets, at Novell, Inc., 1555 North Technology Way, MS Q-313, Orem, UT 84097-2399 or Fax (801) 222-2075. For EMEA based contracts, refer any updates to Novell Ireland, Treasury Building, Lower Grand Canal Street, Dublin 2, Ireland-Attn: MLA Order Management or Fax +353 1 605 8088.

For more information, please contact your Novell Sales Representative or MLA Customer Service Representative.

Master License Agreement (MLA) November 2002 Product Change Notification	Pricing			
Product Description	Class	Part Number	US Dollar	Local Currency**
				EUR

While every effort is made to ensure the price list is as current as possible at time of publication, Novell Product Announcements (NPAs) may be issued which supersede information found within the price list. Please refer to NPAs for the most updated information regarding product information and pricing.

Special Note: A column has been added to the price list showing the lead time classification for each product. This classification system indicates the expected average number of days for product to be shipped from Novell after receipt of customer order. Products are classified into three main categories:
- "e" – electronic/billing parts, 1 day average lead time
- "1" – physical parts, 3 day average lead time
- "2" – physical parts, 5 day average lead time

Certain products require a longer lead time for delivery depending upon ordering location. *For EMEA customers*: please expect a 3 - 4 week lead time for the following language-specific products: Chinese, Korean, Japanese and Portuguese; all Volera Excelerator, Controller, and Accountant products. For NALAAP customers: please expect a 3 - 4 week lead time for the following products: All 56 bit (regardless of language) and Japanese, Russian, Polish, Czech, Hungarian, Dutch, Scandinavian, Hebrew, Arabic, and German languages.

Product Change Notification

**The Local Currency column should not be used

New Products

with US Dollars

Self-Study Kits

Product Description	Class	Part Number	US Dollar	Local Currency**
IT Project + Self-Study Kit	**2**	**00662644447032**	**$0.35**	**0.40**

exteNd

Product Description	Class	Part Number	US Dollar	Local Currency**
Media				
exteNd Developer Edition Bundle e-Software Media Kit Strong Encryption (128 bit) English	e	878-000170-001	$15.00	18.00
exteNd Enterprise Server for NT Bundle e-Software Media Kit Strong Encryption (128 bit) English	e	878-000171-001	$15.00	18.00
exteNd Enterprise Server for Solaris Bundle e-Software Media Kit Strong Encryption (128 bit) English	e	878-000172-001	$15.00	18.00
exteNd Enterprise Server for HP-UX Bundle e-Software Media Kit Strong Encryption (128 bit) English	e	878-000173-001	$15.00	18.00
exteNd Enterprise Server for Linux Bundle e-Software Media Kit Strong Encryption (128 bit) English	e	878-000174-001	$15.00	18.00
exteNd Enterprise Server for AIX Bundle e-Software Media Kit Strong Encryption (128 bit) English	e	878-000175-001	$15.00	18.00
exteNd Developer Edition Bundle Software Media Kit Strong Encryption (128 bit) English	2	892-000179-001	$35.00	41.00
exteNd Enterprise Server for NT Bundle Software Media Kit Strong Encryption (128 bit) English	2	892-000180-001	$35.00	41.00
exteNd Enterprise Server for Solaris Bundle Software Media Kit Strong Encryption (128 bit) English	2	892-000181-001	$35.00	41.00
exteNd Enterprise Server for HP-UX Bundle Software Media Kit Strong Encryption (128 bit) English	2	892-000182-001	$35.00	41.00
exteNd Enterprise Server for Linux Bundle Software Media Kit Strong Encryption (128 bit) English	2	892-000183-001	$35.00	41.00
exteNd Enterprise Server for AIX Bundle Software Media Kit Strong Encryption (128 bit) English	2	892-000184-001	$35.00	41.00
exteNd Application Server Developer e-License String	e	131-000998-001	$1.00	1.20
exteNd Application Server Enterprise Edition e-License String	e	131-000999-001	$1.00	1.20
exteNd Composer Developer Edition e-License String Strong Encryption (128 bit) English	e	131-001046-001	$1.00	1.20
exteNd Composer Enterprise Edition e-License String Strong Encryption (128 bit) English	e	131-001047-001	$1.00	1.20
exteNd Director Developer Edition e-License String Strong Encryption (128 bit) English	e	131-001052-001	$1.00	1.20
exteNd Director Enterprise Edition e-License String Strong Encryption (128 bit) English	e	131-001053-001	$1.00	1.20
exteNd Application Server for AIX 3.75 Edition e-License String	e	131-001077-001	$1.00	1.20
New				
exteNd Developer Edition Bundle 1-User License	e	LIC-005837-001	$1,995.00	2330.00
exteNd Enterprise Server for NT Bundle 1-CPU License	e	LIC-005838-001	$90,000.00	105000.00
exteNd Enterprise Server for Solaris Bundle 1-CPU License	e	LIC-005839-001	$90,000.00	105000.00
exteNd Enterprise Server for HP-UX Bundle 1-CPU License	e	LIC-005840-001	$90,000.00	105000.00
exteNd Enterprise Server for Linux Bundle 1-CPU License	e	LIC-005841-001	$90,000.00	105000.00
exteNd Enterprise Server for AIX Bundle 1-CPU License	e	LIC-005842-001	$90,000.00	105000.00
Maintenance				
exteNd Developer Edition Bundle 1-User Maintenance	e	MNT-005481-001	$500.00	580.00
exteNd Enterprise Server for NT Bundle 1-CPU Maintenance	e	MNT-005482-001	$22,500.00	26300.00
exteNd Enterprise Server for Solaris Bundle 1-CPU Maintenance	e	MNT-005483-001	$22,500.00	26300.00
exteNd Enterprise Server for HP-UX Bundle 1-CPU Maintenance	e	MNT-005484-001	$22,500.00	26300.00
exteNd Enterprise Server for Linux Bundle 1-CPU Maintenance	e	MNT-005485-001	$22,500.00	26300.00
exteNd Enterprise Server for AIX Bundle 1-CPU Maintenance	e	MNT-005486-001	$22,500.00	26300.00

Master License Agreement (MLA) November 2002 Product Change Notification	Pricing		
Product Description	**Class**	**Part Number**	**US Dollar**	**Local Currency****

Master License Agreement (MLA) November 2002 Product Change Notification **Product Description**	**Class**	**Part Number**	**US Dollar**	**Local Currency**** **EUR**
Product Change Notification				
New Products				
Application Server 4.0				
Media				
exteNd Workbench with Application Server Developer Edition e-Software Media Kit Strong Encryption	e	878-000159-001	$15.00	18.00
exteNd Application Server for NT Enterprise Edition e-Software Media Kit Strong Encryption (128 bit) English	e	878-000161-001	$15.00	18.00
exteNd Application Server for Solaris Enterprise Edition e-Software Media Kit Strong Encryption (128 bit) English	e	878-000162-001	$15.00	18.00
exteNd Application Server for HP-UX Enterprise Edition e-Software Media Kit Strong Encryption (128 bit) English	e	878-000163-001	$15.00	18.00
exteNd Application Server for Linux Enterprise Edition e-Software Media Kit Strong Encryption (128 bit) English	e	878-000164-001	$15.00	18.00
exteNd Application Server for AIX 3.75 Enterprise Edition e-Software Media Kit Strong Encryption (128 bit) English	e	878-000165-001	$15.00	18.00
exteNd Application Server for NT Professional Edition e-Software Media Kit Strong Encryption (128 bit) English	e	878-000189-001	$15.00	18.00
exteNd Application Server for Solaris Professional Edition e-Software Media Kit Strong Encryption (128 bit) English	e	878-000190-001	$15.00	18.00
exteNd Application Server for HP-UX Professional Edition e-Software Media Kit Strong Encryption (128 bit) English	e	878-000191-001	$15.00	18.00
exteNd Application Server for Linux Professional Edition e-Software Media Kit Strong Encryption (128 bit) English	e	878-000192-001	$15.00	18.00
exteNd Application Server for AIX 3.75 Professional Edition e-Software Media Kit Strong Encryption (128 bit) English	e	878-000193-001	$15.00	18.00
exteNd Workbench with Application Server Developer Edition Software Media Kit Strong Encryption (128	2	892-000172-001	$35.00	41.00
exteNd Application Server for NT Enterprise Edition Software Media Kit Strong Encryption (128 bit) English	2	892-000174-001	$35.00	41.00
exteNd Application Server for Solaris Enterprise Edition Software Media Kit Strong Encryption (128 bit) English	2	892-000175-001	$35.00	41.00
exteNd Application Server for HP-UX Enterprise Edition Software Media Kit Strong Encryption (128 bit) English	2	892-000176-001	$35.00	41.00
exteNd Application Server for Linux Enterprise Edition Software Media Kit Strong Encryption (128 bit) English	2	892-000177-001	$35.00	41.00
exteNd Application Server for AIX 3.75 Enterprise Edition Software Media Kit Strong Encryption (128 bit) English	2	892-000178-001	$35.00	41.00
exteNd Application Server for NT Professional Edition Software Media Kit Strong Encryption (128 bit) English	2	892-000198-001	$35.00	41.00
exteNd Application Server for Solaris Professional Edition Software Media Kit Strong Encryption (128 bit) English	2	892-000199-001	$35.00	41.00
exteNd Application Server for HP-UX Professional Edition Software Media Kit Strong Encryption (128 bit) English	2	892-000200-001	$35.00	41.00
exteNd Application Server for Linux Professional Edition Software Media Kit Strong Encryption (128 bit) English	2	892-000201-001	$35.00	41.00
exteNd Application Server for AIX 3.75 Professional Edition Software Media Kit Strong Encryption (128 bit) English	2	892-000202-001	$35.00	41.00
exteNd Application Server Developer e-License String	e	131-000998-001	$1.00	1.20
exteNd Application Server Enterprise Edition e-License String	e	131-000999-001	$1.00	1.20
exteNd Application Server for AIX 3.75 Edition e-License String	e	131-001077-001	$1.00	1.20
New				
exteNd Workbench with Application Server Developer Edition License	e	LIC-005789-001	$495.00	580.00
exteNd Application Server for NT Enterprise Edition 1-CPU License	e	LIC-005790-001	$10,000.00	11700.00
exteNd Application Server for Solaris Enterprise Edition 1-CPU License	e	LIC-005791-001	$10,000.00	11700.00
exteNd Application Server for HP-UX Enterprise Edition 1-CPU License	e	LIC-005792-001	$10,000.00	11700.00
exteNd Application Server for Linux Enterprise Edition 1-CPU License	e	LIC-005793-001	$10,000.00	11700.00
exteNd Application Server for AIX Enterprise Edition 1-CPU License	e	LIC-005794-001	$10,000.00	11700.00
exteNd Application Server for NT Professional Edition 1-CPU License	e	LIC-005795-001	$5,000.00	5800.00
exteNd Application Server for Solaris Professional Edition 1-CPU License	e	LIC-005796-001	$5,000.00	5800.00
exteNd Application Server for HP-UX Professional Edition 1-CPU License	e	LIC-005797-001	$5,000.00	5800.00
exteNd Application Server for Linux Professional Edition 1-CPU License	e	LIC-005798-001	$5,000.00	5800.00
exteNd Application Server for AIX Professional Edition 1-CPU License	e	LIC-005799-001	$5,000.00	5800.00
Maintenance				
exteNd Workbench with Application Server Developer Edition Maintenance	e	MNT-005433-001	$125.00	146.00
exteNd Application Server for NT Enterprise Edition 1-CPU Maintenance	e	MNT-005434-001	$2,500.00	2920.00
exteNd Application Server for Solaris Enterprise Edition 1-CPU Maintenance	e	MNT-005435-001	$2,500.00	2920.00
exteNd Application Server for HP-UX Enterprise Edition 1-CPU Maintenance	e	MNT-005436-001	$2,500.00	2920.00
exteNd Application Server for Linux Enterprise Edition 1-CPU Maintenance	e	MNT-005437-001	$2,500.00	2920.00
exteNd Application Server for AIX Enterprise Edition 1-CPU Maintenance	e	MNT-005438-001	$2,500.00	2920.00
exteNd Application Server for NT Professional Edition 1-CPU Maintenance	e	MNT-005439-001	$1,250.00	1460.00
exteNd Application Server for Solaris Professional Edition 1-CPU Maintenance	e	MNT-005440-001	$1,250.00	1460.00
exteNd Application Server for HP-UX Professional Edition 1-CPU Maintenance	e	MNT-005441-001	$1,250.00	1460.00
exteNd Application Server for Linux Professional Edition 1-CPU Maintenance	e	MNT-005442-001	$1,250.00	1460.00
exteNd Application Server for AIX Professional Edition 1-CPU Maintenance	e	MNT-005443-001	$1,250.00	1460.00

Master License Agreement (MLA) November 2002 Product Change Notification	Pricing			
Product Description	Class	Part Number	US Dollar	Local Currency**
				EUR
Product Change Notification				
New Products				
Director Enterprise 4.0				
Media				
exteNd Director Developer Edition e-Software Media Kit Strong Encryption (128 bit) English	e	878-000182-001	$15.00	18.00
exteNd Director Enterprise Edition for NT e-Software Media Kit Strong Encryption (128 bit) English	e	878-000183-001	$15.00	18.00
exteNd Director Enterprise Edition for Solaris e-Software Media Kit Strong Encryption (128 bit) English	e	878-000184-001	$15.00	18.00
exteNd Director Enterprise Edition for HP-UX e-Software Media Kit Strong Encryption (128 bit) English	e	878-000185-001	$15.00	18.00
exteNd Director Enterprise Edition for AIX e-Software Media Kit Strong Encryption (128 bit) English	e	878-000187-001	$15.00	18.00
exteNd Director Developer Edition Software Media Kit Strong Encryption (128 bit) English	2	892-000191-001	$35.00	41.00
exteNd Director Enterprise Edition for NT Software Media Kit Strong Encryption (128 bit) English	2	892-000192-001	$35.00	41.00
exteNd Director Enterprise Edition for Solaris Software Media Kit Strong Encryption (128 bit) English	2	892-000193-001	$35.00	41.00
exteNd Director Enterprise Edition for HP-UX Software Media Kit Strong Encryption (128 bit) English	2	892-000194-001	$35.00	41.00
exteNd Director Enterprise Edition for AIX Software Media Kit Strong Encryption (128 bit) English	2	892-000196-001	$35.00	41.00
exteNd Director Developer Edition e-License String Strong Encryption (128 bit) English	e	131-001052-001	$1.00	1.20
exteNd Director Enterprise Edition e-License String Strong Encryption (128 bit) English	e	131-001053-001	$1.00	1.20
exteNd Application Server Developer e-License String	e	131-000998-001	$1.00	1.20
exteNd Application Server Enterprise Edition e-License String	e	131-000999-001	$1.00	1.20
exteNd Application Server for AIX 3.75 Edition e-License String	e	131-001077-001	$1.00	1.20
New				
exteNd Director Developer Edition 1-User License	e	LIC-005849-001	$1,295.00	1520.00
exteNd Director Enterprise Edition for NT 1-CPU License	e	LIC-005850-001	$60,000.00	70000.00
exteNd Director Enterprise Edition for Solaris 1-CPU License	e	LIC-005851-001	$60,000.00	70000.00
exteNd Director Enterprise Edition for HP-UX 1-CPU License	e	LIC-005852-001	$60,000.00	70000.00
exteNd Director Enterprise Edition for AIX 1-CPU License	e	LIC-005854-001	$60,000.00	70000.00
Maintenance				
exteNd Director Developer Edition 1-User Maintenance	e	MNT-005493-001	$325.00	380.00
exteNd Director Enterprise Edition for NT 1-CPU Maintenance	e	MNT-005494-001	$15,000.00	17500.00
exteNd Director Enterprise Edition for Solaris 1-CPU Maintenance	e	MNT-005495-001	$15,000.00	17500.00
exteNd Director Enterprise Edition for HP-UX 1-CPU Maintenance	e	MNT-005496-001	$15,000.00	17500.00
exteNd Director Enterprise Edition for AIX 1-CPU Maintenance	e	MNT-005498-001	$15,000.00	17500.00
Composer Enterprise 4.0				
Media				
exteNd Composer Developer Edition e-Software Media Kit Strong Encryption (128 bit) English	e	878-000176-001	$15.00	18.00
exteNd Composer Enterprise Edition for NT e-Software Media Kit Strong Encryption (128 bit) English	e	878-000177-001	$15.00	18.00
exteNd Composer Enterprise Edition for Solaris e-Software Media Kit Strong Encryption (128 bit) English	e	878-000178-001	$15.00	18.00
exteNd Composer Enterprise Edition for HP-UX e-Software Media Kit Strong Encryption (128 bit) English	e	878-000179-001	$15.00	18.00
exteNd Composer Enterprise Edition for AIX e-Software Media Kit Strong Encryption (128 bit) English	e	878-000181-001	$15.00	18.00
exteNd Composer Developer Edition Software Media Kit Strong Encryption (128 bit) English	2	892-000185-001	$35.00	41.00
exteNd Composer Enterprise Edition for NT Software Media Kit Strong Encryption (128 bit) English	2	892-000186-001	$35.00	41.00
exteNd Composer Enterprise Edition for Solaris Software Media Kit Strong Encryption (128 bit) English	2	892-000187-001	$35.00	41.00
exteNd Composer Enterprise Edition for HP-UX Software Media Kit Strong Encryption (128 bit) English	2	892-000188-001	$35.00	41.00
exteNd Composer Enterprise Edition for AIX Software Media Kit Strong Encryption (128 bit) English	2	892-000190-001	$35.00	41.00
exteNd Composer Developer Edition e-License String Strong Encryption (128 bit) English	e	131-001046-001	$1.00	1.20
exteNd Composer Enterprise Edition e-License String Strong Encryption (128 bit) English	e	131-001047-001	$1.00	1.20
exteNd Application Server Developer e-License String	e	131-000998-001	$1.00	1.20
exteNd Application Server Enterprise Edition e-License String	e	131-000999-001	$1.00	1.20
exteNd Application Server for AIX 3.75 Edition e-License String	e	131-001077-001	$1.00	1.20
New				
exteNd Composer Developer Edition 1-User License	e	LIC-005843-001	$995.00	1160.00
exteNd Composer Enterprise Edition for NT 1-CPU License	e	LIC-005844-001	$40,000.00	46800.00
exteNd Composer Enterprise Edition for Solaris 1-CPU License	e	LIC-005845-001	$40,000.00	46800.00
exteNd Composer Enterprise Edition for HP-UX 1-CPU License	e	LIC-005846-001	$40,000.00	46800.00
exteNd Composer Enterprise Edition for AIX 1-CPU License	e	LIC-005848-001	$40,000.00	46800.00
Maintenance				
exteNd Composer Developer Edition 1-User Maintenance	e	MNT-005487-001	$250.00	292.00
exteNd Composer Enterprise Edition for NT 1-CPU Maintenance	e	MNT-005488-001	$10,000.00	11700.00
exteNd Composer Enterprise Edition for Solaris 1-CPU Maintenance	e	MNT-005489-001	$10,000.00	11700.00
exteNd Composer Enterprise Edition for HP-UX 1-CPU Maintenance	e	MNT-005490-001	$10,000.00	11700.00
exteNd Composer Enterprise Edition for AIX 1-CPU Maintenance	e	MNT-005492-001	$10,000.00	11700.00

Master License Agreement (MLA) November 2002 Product Change Notification	Pricing			
Product Description	Class	Part Number	US Dollar	Local Currency**
				EUR
Product Change Notification				
New Products				
Composer Connectors 4.0				
Media				
exteNd Composer Telnet Connector e-License String	e	131-001016-001	$1.00	1.20
exteNd Composer JMS Connector e-License String	e	131-001017-001	$1.00	1.20
exteNd Composer 3270 Connector e-License String	e	131-001018-001	$1.00	1.20
exteNd Composer 5250 Connector e-License String	e	131-001019-001	$1.00	1.20
exteNd Composer CICS RPC Connector e-License String	e	131-001020-001	$1.00	1.20
exteNd Composer HTML Connector e-License String	e	131-001021-001	$1.00	1.20
exteNd Composer EDI Connector e-License String	e	131-001022-001	$1.00	1.20
exteNd Composer SAP Connector e-License String	e	131-001023-001	$1.00	1.20
exteNd Composer Telnet Connector Developer Edition e-License String	e	131-001032-001	$1.00	1.20
exteNd Composer JMS Connector Developer Edition e-License String	e	131-001033-001	$1.00	1.20
exteNd Composer 3270 Connector Developer Edition e-License String	e	131-001034-001	$1.00	1.20
exteNd Composer 5250 Connector Developer Edition e-License String	e	131-001035-001	$1.00	1.20
exteNd Composer CICS RPC Connector Developer Edition e-License String	e	131-001036-001	$1.00	1.20
exteNd Composer HTML Connector Developer Edition e-License String	e	131-001037-001	$1.00	1.20
exteNd Composer EDI Connector Developer Edition e-License String	e	131-001038-001	$1.00	1.20
exteNd Composer SAP Connector Developer Edition e-License String	e	131-001039-001	$1.00	1.20
New				
exteNd Composer Telnet Connector 1-CPU License	e	LIC-005813-001	$15,000.00	17500.00
exteNd Composer JMS Connector 1-CPU License	e	LIC-005814-001	$15,000.00	17500.00
exteNd Composer 3270 Connector 1-CPU License	e	LIC-005815-001	$15,000.00	17500.00
exteNd Composer 5250 Connector 1-CPU License	e	LIC-005816-001	$15,000.00	17500.00
exteNd Composer CICS RPC Connector 1-CPU License	e	LIC-005817-001	$15,000.00	17500.00
exteNd Composer HTML Connector 1-CPU License	e	LIC-005818-001	$15,000.00	17500.00
exteNd Composer EDI Connector 1-CPU License	e	LIC-005819-001	$15,000.00	17500.00
exteNd Composer SAP Connector 1-CPU License	e	LIC-005820-001	$15,000.00	17500.00
exteNd Composer Telnet Connector Developer Edition 1-User License	e	LIC-005821-001	$99.00	116.00
exteNd Composer JMS Connector Developer Edition 1-User License	e	LIC-005822-001	$99.00	116.00
exteNd Composer 3270 Connector Developer Edition 1-User License	e	LIC-005823-001	$99.00	116.00
exteNd Composer 5250 Connector Developer Edition 1-User License	e	LIC-005824-001	$99.00	116.00
exteNd Composer CICS RPC Connector Developer Edition 1-User License	e	LIC-005825-001	$99.00	116.00
exteNd Composer HTML Connector Developer Edition 1-User License	e	LIC-005826-001	$99.00	116.00
exteNd Composer EDI Connector Developer Edition 1-User License	e	LIC-005827-001	$99.00	116.00
exteNd Composer SAP Connector Developer Edition 1-User License	e	LIC-005828-001	$99.00	116.00
Maintenance				
exteNd Composer Telnet Connector 1-CPU Maintenance	e	MNT-005457-001	$3,750.00	4390.00
exteNd Composer JMS Connector 1-CPU Maintenance	e	MNT-005458-001	$3,750.00	4390.00
exteNd Composer 3270 Connector 1-CPU Maintenance	e	MNT-005459-001	$3,750.00	4390.00
exteNd Composer 5250 Connector 1-CPU Maintenance	e	MNT-005460-001	$3,750.00	4390.00
exteNd Composer CICS RPC Connector 1-CPU Maintenance	e	MNT-005461-001	$3,750.00	4390.00
exteNd Composer HTML Connector 1-CPU Maintenance	e	MNT-005462-001	$3,750.00	4390.00
exteNd Composer EDI Connector 1-CPU Maintenance	e	MNT-005463-001	$3,750.00	4390.00
exteNd Composer SAP Connector 1-CPU Maintenance	e	MNT-005464-001	$3,750.00	4390.00
exteNd Composer Telnet Connector 1-User Developer Edition Maintenance	e	MNT-005465-001	$25.00	29.00
exteNd Composer JMS Connector 1-User Developer Edition Maintenance	e	MNT-005466-001	$25.00	29.00
exteNd Composer 3270 Connector 1-User Developer Edition Maintenance	e	MNT-005467-001	$25.00	29.00
exteNd Composer 5250 Connector 1-User Developer Edition Maintenance	e	MNT-005468-001	$25.00	29.00
exteNd Composer CICS RPC Connector 1-User Developer Edition Maintenance	e	MNT-005469-001	$25.00	29.00
exteNd Composer HTML Connector 1-User Developer Edition Maintenance	e	MNT-005470-001	$25.00	29.00
exteNd Composer EDI Connector 1-User Developer Edition Maintenance	e	MNT-005471-001	$25.00	29.00
exteNd Composer SAP Connector 1-User Developer Edition Maintenance	e	MNT-005472-001	$25.00	29.00
exteNd Composer Process Managers 4.0				
Media				
exteNd Composer Process Manager Developer Edition License String	e	131-001014-001	$1.00	1.20
exteNd Composer Process Manager Enterprise Edition License String	e	131-001015-001	$1.00	1.20
New				
exteNd Composer Process Manager Developer Edition 1-User License	e	LIC-005810-001	$99.00	116.00
exteNd Composer Process Manager Enterprise Edition 1-CPU License	e	LIC-005811-001	$20,000.00	23400.00
Maintenance				
exteNd Composer Process Manager Developer Edition Maintenance	e	MNT-005454-001	$25.00	29.00
exteNd Composer Process Manager Enterprise Edition 1-CPU Maintenance	e	MNT-005455-001	$5,000.00	5800.00

Master License Agreement (MLA) November 2002 Product Change Notification		Pricing		
Product Description	Class	Part Number	US Dollar	Local Currency**
				EUR
Product Change Notification				
Obsolete Product				
Volera Fast Start (aka Volera Now) Promotion				
Media				
Media Excelerator 1.2 for Microsoft Windows Media e-License	e	131-000859-001	$1.00	1.20
Fast Start Promotion 25-User e-License	e	131-000862-001	$1.00	1.20
New				
Fast Start Promotion 25-User License	e	LIC-005733-001	$3,525.00	4120.00
Upgrade				
Upgrade Fast Start Promotion to Excelerator 2.2 & Media Excelerator for Windows Media 1.2 Remote Office License	e	LIC-005734-003	$3,955.00	4630.00
Excelerator 2.2 Remote Office e-License	e	131-000831-001	$1.00	1.20

While every effort is made to ensure the price list is as current as possible at time of publication, Novell Product Announcements (NPAs) may be issued which supersede information found within the price list. Please refer to NPAs for the most updated information regarding product information and pricing.

Special Note: A column has been added to the price list showing the lead time classification for each product. This classification system indicates the expected average number of days for product to be shipped from Novell after receipt of customer order. Products are classified into three main categories:
· **"e" – electronic/billing parts, 1 day average lead time**
· **"1" – physical parts, 3 day average lead time**
· **"2" – physical parts, 5 day average lead time**

Certain products require a longer lead time for delivery depending upon ordering location. *For EMEA customers*: please expect a 3 - 4 week lead time for the following language-specific products: Chinese, Korean, Japanese and Portuguese; all Volera Excelerator, Controller, and Accountant products. For NALAAP customers: please expect a 3 - 4 week lead time for the following products: All 56 bit (regardless of language) and Japanese, Russian, Polish, Czech, Hungarian, Dutch, Scandinavian, Hebrew, Arabic, and German languages.

Network Operating Systems

**The Local Currency column should not be used with US Dollars.

NetWare 6

Novell announces the availability of NetWare 6 to all customers worldwide. NetWare 6 is the Net services software solution that brings non-stop access, Net-ready security and high availability to networked information. It enables file, print and other storage resources to be accessed as one Net across all types of networks — corporate and public, wired to wireless — storage systems and client desktops. NetWare 6 ensures the nonstop availability of information that can be securely accessed through any portal, from any device, in any location — with support for up to 32 processors on 32 clustered servers. As a result, organizations can simplify storage resource management, secure digital assets throughout the Net and ensure the constant availability of enterprise networks and storage environments.

NetWare 6 will now be licensed on a per-user basis, instead of simultaneous connections to a server. A user license must be purchased for every user who consumes NetWare services. The new NetWare user licenses enable customers to deploy as many NetWare servers as they need A new customer would be required to purchase a NetWare user license for every user that consumes NetWare services.

Product Description	Class	Part Number	US Dollar	Local Currency**
Media				
NetWare 6 e-Software Media Kit Strong Encryption (128+ bit) English	e	878-000136-001	$15.00	18.00
NetWare 6 e-Software Media Kit Strong Encryption (128+ bit) German	e	878-000137-001	$15.00	18.00
NetWare 6 e-Software Media Kit Strong Encryption (128+ bit) Italian	e	878-000138-001	$15.00	18.00
NetWare 6 e-Software Media Kit Strong Encryption (128+ bit) Polish	e	878-000139-001	$15.00	18.00
NetWare 6 e-Software Media Kit Strong Encryption (128+ bit) Portuguese	e	878-000140-001	$15.00	18.00
NetWare 6 e-Software Media Kit Strong Encryption (128+ bit) Russian	e	878-000141-001	$15.00	18.00
NetWare 6 e-Software Media Kit Strong Encryption (128+ bit) Spanish	e	878-000142-001	$15.00	18.00
NetWare 6 e-Software Media Kit Strong Encryption (128+ bit) French	e	878-000143-001	$15.00	18.00
Note: e-Software Media Kits contain 4 CD'S - Approximate download time per CD 5.4 Minutes - Assumes a T1 Line & PII or greater processor.				
NetWare 6 Software Media Kit Strong Encryption (128+ bit) English	1	892-000106-001	$35.00	41.00
NetWare 6 Software Media Kit Strong Encryption (128+ bit) Portuguese	2	892-000114-001	$35.00	41.00
NetWare 6 Software Media Kit Strong Encryption (128+ bit) German	2	892-000131-001	$35.00	41.00
NetWare 6 Software Media Kit Strong Encryption (128+ bit) Italian	2	892-000130-001	$35.00	41.00
NetWare 6 Software Media Kit Strong Encryption (128+ bit) French	2	892-000132-001	$35.00	41.00
NetWare 6 Software Media Kit (56 bit) French	2	892-000138-001	$35.00	41.00
NetWare 6 Software Media Kit Strong Encryption (128+ bit) Spanish	2	892-000133-001	$35.00	41.00
NetWare 6 Software Media Kit Strong Encryption (128+ bit) Russian	2	892-000134-001	$35.00	41.00
NetWare 6 Software Media Kit Strong Encryption (128+ bit) Polish	2	892-000135-001	$35.00	41.00
Note: Customers ordering the 892 Software Media Kit will also need to order the 131 part number listed below				
NetWare 6 Unlimited-User Software Media e-License	e	131-000653-001	$1.00	1.20
New				
NetWare 6 & Prior 1-User License	e	LIC-005610-001	$158.00	185.00
Upgrade				
Upgrade NetWare 6 & Prior 1-User License from any NetWare	e	LIC-005610-003	$84.00	98.00
Maintenance				
NetWare 6 1-User Maintenance	e	MNT-005179-001	$40.00	47.00
Competitive Upgrades				
Customers upgrading from a qualifying competitive product will be able to upgrade on a one-to-one basis.				
Qualifying competitive products include:				
Microsoft Windows NT4, Microsoft Windows 2000, Microsoft Windows 2000 Advanced Server, Microsoft Windows 2000 Datacenter Server, IBM OS/2 Wrap Server, SCO UnixWare 7, Microsoft LAN Manager, IBM LAN Server, Banyan Vines.				

Master License Agreement (MLA) November 2002 Product Availability and Price List		Pricing		
Product Description	Class	Part Number	US Dollar	Local Currency**
				EUR

Network Operating Systems

NetWare® 5.1

NetWare 5.1, the #1 network for Internet-enabled businesses, offers the most robust, scalable platform for deploying Web-based centralized management of heterogeneous networks, including desktops, resulting in dramatic savings in administration costs over systems that are not directory based. NetWare 5.1 is the most trustworthy server operating system available, delivering high reliability, fast performance, and the tightest possible security across public networks. Built-in scalability lets you expand your network to Internet proportions involving millions of users and network resources, while realizing maximum value from your current network infrastructure.

Media

Product Description	Class	Part Number	US Dollar	Local Currency**
NetWare 5.1 e-Software Media Kit Strong Encryption (128+ bit) English	e	878-000124-001	$15.00	18.00
NetWare 5.1 e-Software Media Kit Strong Encryption (128+ bit) Spanish	e	878-000125-001	$15.00	18.00
NetWare 5.1 e-Software Media Kit Strong Encryption (128+ bit) Portuguese	e	878-000126-001	$15.00	18.00
NetWare 5.1 e-Software Media Kit Strong Encryption (128+ bit) Italian	e	878-000127-001	$15.00	18.00
NetWare 5.1 e-Software Media Kit Strong Encryption (128+ bit) German	e	878-000128-001	$15.00	18.00
NetWare 5.1 e-Software Media Kit Strong Encryption (128+ bit) Russian	e	878-000129-001	$15.00	18.00
NetWare 5.1 e-Software Media Kit Strong Encryption (128+ bit) French	e	878-000130-001	$15.00	18.00
NetWare 5.1 e-Software Media Kit (56 bit) French	e	878-000131-001	$15.00	18.00
Note: e-Software Media Kits contain 4 CD'S - Approximate download time per CD 5.4 Minutes - Assumes a T1 Line & PII or greater processor.				
NetWare 5.1 Software Media Kit Strong Encryption (128+ bit) English	1	892-000070-001	$35.00	41.00
NetWare 5.1 Software Media Kit (56 bit) English	2	892-000071-001	$35.00	41.00
NetWare 5.1 Software Media Kit Strong Encryption (128+ bit) Portuguese	2	892-000072-001	$35.00	41.00
NetWare 5.1 Software Media Kit Strong Encryption (128+ bit) French	2	892-000073-001	$35.00	41.00
NetWare 5.1 Software Media Kit (56 bit) French	2	892-000074-001	$35.00	41.00
NetWare 5.1 Software Media Kit Strong Encryption (128+ bit) Italian	2	892-000075-001	$35.00	41.00
NetWare 5.1 Software Media Kit Strong Encryption (128+ bit) German	2	892-000076-001	$35.00	41.00
NetWare 5.1 Software Media Kit Strong Encryption (128+ bit) Spanish	2	892-000077-001	$35.00	41.00
NetWare 5.1 Software Media Kit Strong Encryption (128+ bit) Russian	2	892-000078-001	$35.00	41.00
NetWare 5.1 Software Media Kit Strong Encryption (128+ bit) Simplified Chinese	2	892-000107-001	$35.00	41.00
NetWare 5.1 Software Media Kit Strong Encryption (128+ bit) Traditional Chinese	2	892-000108-001	$35.00	41.00
NetWare 5.1 Software Media Kit Strong Encryption (128+ bit) Korean	2	892-000109-001	$35.00	41.00
Note: Customers ordering the 892 Software Media Kit will also need to order either the 131 or 133 part number				
NetWare 5.1 Unlimited-User Software Media e-License	e	131-000556-001	$1.00	1.20

Novell® Upgrade Wizard

Novell Upgrade Wizard is available for free download from Novell's Internet Web site at http://www.novell.com/download Novell Upgrade Wizard is an easy-to-use migration tool that allows you to quickly and easily upgrade your existing NetWare 3 infrastructure. The utility makes migrating your NetWare 3 bindery and file system as easy as dragging and dropping an object from one location to another. Key features include: Drag and drop modeling capability, ability to migrate both the NetWare 3 bindery and file system in a single GUI utility, password migration functionality, simple print component migration, option to establish migrated users' rights based on existing user template, option to create new user templates for migrating users, ability to create new containers and subdirectories in the existing Directory tree, notification of possible errors and ability to correct these errors before migration, and progress bar indicating percent completion. Novell Upgrade Wizard runs on both Windows 95 and Windows NT workstations.

NetWare® 4.2

NetWare 4.2 is a proven network solution that gives Internet-enabled businesses more effective management and control of their increasingly complex networks to lower the cost of network ownership. It is built on the field-proven NetWare 4 with NDS and includes all reliability updates for increased dependability. Plus it is fully compatible with NetWare 5. The Z.E.N.works Starter Pack enables more efficient, centralized administration of network workstations. In addition, the Netscape FastTrack Web server, a new version of the Multi-protocol Router, and new versions of the Perl and NetBasic scripting tools make NetWare 4.2 an outstanding network for Internet and intranet integration.

Media

Product Description	Class	Part Number	US Dollar	Local Currency**
NetWare 4.2 e-Software Media Kit English	e	878-000132-001	$15.00	18.00
NetWare 4.2 e-Software Media Kit Portuguese	e	878-000133-001	$15.00	18.00
NetWare 4.2 e-Software Media Kit Russian	e	878-000134-001	$15.00	18.00
Note: e-Software Media Kits contain 7 CD'S - Approximate download time per CD 4.3 Minutes - Assumes a T1 Line & PII or greater processor.				
NetWare 4.2 Software Media Kit English	1	892-000079-001	$35.00	41.00
NetWare 4.2 Software Media Kit French	2	892-000080-001	$35.00	41.00
NetWare 4.2 Software Media Kit German	2	892-000081-001	$35.00	41.00
NetWare 4.2 Software Media Kit Italian	2	892-000082-001	$35.00	41.00
NetWare 4.2 Software Media Kit Portuguese	2	892-000083-001	$35.00	41.00
NetWare 4.2 Software Media Kit Spanish	2	892-000084-001	$35.00	41.00
NetWare 4.2 Software Media Kit Russian	2	892-000085-001	$35.00	41.00
NetWare 4.2 Software Media Kit Simplified Chinese	2	892-000086-001	$35.00	41.00
NetWare 4.2 Software Media Kit Traditional Chinese	2	892-000087-001	$35.00	41.00
NetWare 4.2 Software Media Kit Korean	2	892-000088-001	$35.00	41.00
Note: Customers ordering the 892 Software Media Kit will also need to order the 133 part number listed below to enable the software.				
NetWare 4.2 Unlimited-User Software Media License Diskette	2	133-000705-001	$5.00	5.80

Master License Agreement (MLA) November 2002 Product Availability and Price List		Pricing		
Product Description	Class	Part Number	US Dollar	Local Currency**
				EUR
Network Operating Systems				
iFolder Professional Edition 2.0				
Novell iFolder gives organizations a Net services software solution that allows their mobile users' files to automatically follow them everywhere. Users can access, organize, and manage their files from anywhere — online, offline, all the time — across multiple systems and the Net. Novell iFolder also provides organizations and users worry-free security, ensuring that all files are always safe, secure and up-to-date.				
Media				
iFolder Professional Edition 2.0 Software Media Kit Strong Encryption (128 bit) e-Software English	e	878-000073-001	$15.00	18.00
iFolder Professional Edition 2.0 Software Media Kit Strong Encryption (128 bit) e-Software French	e	878-000074-001	$15.00	18.00
iFolder Professional Edition 2.0 Software Media Kit Strong Encryption (128 bit) e-Software German	e	878-000075-001	$15.00	18.00
iFolder Professional Edition 2.0 Software Media Kit Strong Encryption (128 bit) e-Software Italian	e	878-000076-001	$15.00	18.00
iFolder Professional Edition 2.0 Software Media Kit Strong Encryption (128 bit) e-Software Portuguese-Brazil	e	878-000077-001	$15.00	18.00
iFolder Professional Edition 2.0 Software Media Kit Strong Encryption (128 bit) e-Software Russian	e	878-000078-001	$15.00	18.00
iFolder Professional Edition 2.0 Software Media Kit Strong Encryption (128 bit) e-Software Spanish	e	878-000079-001	$15.00	18.00
New				
iFolder Professional Edition 2.0 & Prior 1-User License	e	LIC-005661-001	$49.00	57.00
Upgrade				
Upgrade iFolder Professional Edition 2.0 & Prior 1-User License	e	LIC-005661-003	$26.00	30.00
Maintenance				
iFolder Professional Edition 2.0 1-User Maintenance	e	MNT-005249-001	$12.00	14.00
Novell Native File Access Pack				
The Novell Native File Access Pack overcomes the need to install special client software on Windows, Macintosh, and Unix systems for access to storage on NetWare 5.1 servers. This server-based solution allows a broad range of clients to access NetWare storage right out of the box. Virtually any client can securely access their data from any location and user management for disparate client operating system is simplified through Novell Directory Services® (NDS®).				
Media				
Native File Access Pack Software Media Kit e-Software English	e	878-000031-001	$15.00	18.00
				0.00
New				0.00
Native File Access Pack License	e	LIC-005593-001	$299.00	350.00

Master License Agreement (MLA) November 2002 Product Availability and Price List		Pricing		
Product Description	**Class**	**Part Number**	**US Dollar**	**Local Currency****
				EUR
Advanced Network Services				
Novell OFFSite Archive for NetWare				
OFFSite Archive for NetWare is a new low cost, reliable data vaulting product that enables data from a server to be copied to a remote data vault. Data is continuously captured in logically consistent images and transported using a low-speed communication link (WAN) to a remote data vault machine. These images are rebuilt on the remote data vault machine creating an exact duplicate of the data on the primary server. Should a disaster of any kind occur at the local site, all critical data is safeguarded on the remote data vault. Used with Novell's Many-to-One StandbyServer solution, OFFSite Archive can be used to protect data from multiple servers from disaster.				
Note: OFFSite Archive for NetWare is sold via server license.				
Note: OFFSite Archive for NetWare Strong Encryption (128+ bit) is not for use or distribution in France at this time.				
Media				
OFFSite Archive 2.0 for NetWare 5.1 Software Media Kit Strong Encryption (128+ bit) English	2	892-000090-001	$35.00	41.00
New				
OFFSite Archive 2.0 for NetWare 5.1 License	e	LIC-005576-001	$3,999.00	4680.00
Upgrade				
Upgrade OFFSite Archive 2.0 for NetWare 5.1 License	e	LIC-005576-003	$2,120.00	2480.00
Maintenance				
OFFSite Archive 2.0 for NetWare 5.1 Maintenance	e	MNT-005151-001	$1,000.00	1170.00
Novell Cluster Services 1.6				
Novell Cluster Services (NCS) 1.6 is a cost-effective storage area network (SAN) management solution that ensures secure, non-stop access to mission critical data and resources using native file access protocols of client workstations including Novell, Windows, UNIX, Linux, Macintosh, Web and Internet clients and servers. NCS 1.6 easily scales up to meet expanding storage requirements by allowing up to 32 NetWare 6 servers in a cluster and up to 32 processors per server.				
Media				
Novell Cluster Services 1.6 for NetWare 6 Cluster Server Software Media e-License (Other media included in the NetWare 6 Software Media Kit)	e	131-000689-001	$1.00	1.20
New				
Novell Cluster Services 1.6 & Prior for NetWare 6 Cluster Server License	e	LIC-005615-001	$4,995.00	5800.00
Upgrade				
Upgrade any Novell Cluster Services to Novell Cluster Services 1.6 & Prior for NetWare 6 Server License	e	LIC-005615-003	$2,650.00	3100.00
Maintenance				
Novell Cluster Services 1.6 for NetWare 6 Cluster Server Maintenance	e	MNT-005184-001	$1,250.00	1460.00
NetWare Cluster Services 1.01 for NetWare 5 or 5.1				
NetWare Cluster Services 1.01 allows from two to 32 NetWare 5 or 5.1 servers to be joined into a single all-active cluster providing higher levels of availability, manageability, and scalability for all servers. Leveraging the power of NDS, and Novell's Java based ConsoleOne, NWCS 1.01 provides a single point of administration for installing, configuring, and administering the cluster. By storing all cluster-related information in NDS, NWCS 1.01 allows for the failover of any server to any or all of the other servers in the cluster. NWCS 1.01 allows for the implementation of a storage area network to maximize hardware investments and reduce the costs of data storage management.				
NWCS 1.01 improves on version 1.0 by allowing the dynamic addition of servers to the cluster without taking the cluster down or even reconfiguring cluster resources, improved volume management capabilities and safeguards, and multiple ConsoleOne enhancements. In addition, NWCS v1.01 is localized to the following languages: English, Portuguese, French, German, and Spanish.				
Media				
NetWare Cluster Services 1.01 for NetWare 5/5.1 e-Software Media Kit EPFGS	e	878-000135-001	$15.00	18.00
Note: e-Software Media Kit contains 1 CD - Approximate download time 3.2 Minutes - Assumes a T1 Line & PII or greater processor.				
NetWare Cluster Services 1.01 for NetWare 5/5.1 Software Media Kit EPFGS	2	892-000089-001	$35.00	41.00
Note: Customers ordering the 892 Software Media Kit will also need to order the131 part number listed below to				
NetWare Cluster Services 1.01 for NetWare 5/5.1 Software Media e-License	e	131-000659-001	$1.00	1.20
New				
NetWare Cluster Services 1.01 & Prior for NetWare 5 or 5.1 Cluster Server	e	LIC-005410-001	$4,995.00	5800.00
NetWare Cluster Services 1.01 & Prior for NetWare 5 or 5.1 2-Server Cluster + 10-User CUAL	e	LIC-005522-001	$3,999.00	4680.00
Upgrade				
Upgrade NetWare Cluster Services 1.01 & Prior for NetWare 5 or 5.1 Cluster Server	e	LIC-005410-003	$2,650.00	3100.00
Upgrade NetWare Cluster Services 1.01 & Prior for NetWare 5 or 5.1 2-Server Cluster + 10-User CUAL from any NetWare SFT III, Novell StandbyServer, or Novell High Availability Server	e	LIC-005568-003	$2,650.00	3100.00
Maintenance				
NetWare Cluster Services 1.01 for NetWare 5 or 5.1 Cluster Server Maintenance	e	MNT-004908-001	$1,249.00	1460.00
NetWare Cluster Services 1.01 for NetWare 5 or 5.1 2-Server Cluster + 10-User CUAL Maintenance	e	MNT-005085-001	$1,000.00	1170.00

Master License Agreement (MLA) November 2002 Product Availability and Price List	Pricing			
Product Description	**Class**	**Part Number**	**US Dollar**	**Local Currency****
				EUR
Advanced Network Services				
Novell Replication Services 1.21				
Novell Replication Services (NRS) 1.21 is a scalable software application for synchronized replication and distribution of information across wide area networks. NRS replicates critical corporate information, providing local access and a consistent view to all users. Replication is secure and manageable because NRS leverages Novell Directory Services (NDS). NRS protects against file corruption and data loss due to equipment failure. Its two-way synchronization automatically detects and resolves file discrepancies, so no files or updates are lost. By optimizing available bandwidth and scheduling replication and synchronization during off hours, NRS lowers WAN communication costs. NRS eliminates manual replication and provides central-point administration with NetWare Administrator, which lowers administration costs. NRS runs on NetWare 4.x and 5.x servers.				
Media				
Novell Replication Services 1.21 e-Software Media Kit English	e	878-000106-001	$15.00	18.00
Note: e-Software Media Kit contains 1 CD - Approximate download time 1.1 Minutes - Assumes a T1 Line & PII or greater processor.				
Novell Replication Services 1.21 Software Media Kit English	**2**	892-000047-001	$35.00	41.00
New				
Novell Replication Services 1.21 & Prior License	e	LIC-004969-001	$995.00	1160.00
Maintenance				
Novell Replication Services 1.21 Maintenance	e	051-000550-001	$54.00	63.00
SFT III™ for NetWare® 4.2				
SFT III, Novell's server mirroring software, offers the highest level of fault tolerance available for NetWare today. The SFT III software comes on the NetWare 4.2 CD. However, the license to activate the service is not included. In order for this product to work, a Product License Diskette must be requested with your order. Please note that these kits are not localized and are functional across a range of user level configurations.				
Media				
NetWare 4.2 SFT III 100-Users or Less License Diskette	2	132-018182-001	N/A	N/A
NetWare 4.2 SFT III Greater than 100-Users License Diskette	2	132-018183-001	N/A	N/A
New				
NetWare 4.2 SFT III 100-Users or Less License	e	LIC-005138-001	$1,495.00	1750.00
NetWare 4.2 SFT III Greater than 100-Users License	e	LIC-005139-001	$3,995.00	4670.00
Upgrade				
Upgrade NetWare 4.2 SFT III 100-Users or Less License	e	LIC-005138-003	$900.00	1050.00
Upgrade NetWare 4.2 SFT III Greater than 100-Users License	e	LIC-005139-003	$2,400.00	2810.00
Maintenance				
NetWare 4.2 SFT III 100-Users or Less Maintenance	e	051-000538-001	$80.00	94.00
NetWare 4.2 SFT III Greater than 100-Users Maintenance	e	051-000539-001	$210.00	246.00
StandbyServer 5.3 for NetWare				
StandbyServer 5.3 for NetWare is a hardware-independent, high-availability solution that connects one or more standby machines directly to a single primary server. StandbyServer Many-to-One connects a single standby machine directly to several mission-critical servers. Both versions of StandbyServer provide a real-time mirroring solution, ensuring continuous up-to-the-moment data protection, providing real-time high-availability. Data is mirrored between the machines to create a fully redundant system protecting users against both hardware and software failures, including planned system maintenance. Mirrored data flows over an industry-standard, dedicated data link or over existing network wiring. StandbyServer 5.3 for NetWare supports NetWare 4.x and 5.x.				
Note: StandbyServer 5.3 for Netware is sold via server license.				
Media				
StandbyServer 5.3 for NetWare 5.1 Software Media Kit Strong Encryption (128+ bit) English	2	892-000064-001	$35.00	41.00
New				
StandbyServer 5.3 for NetWare 5.1 License	e	LIC-005574-001	$4,285.00	5000.00
Upgrade				
Upgrade StandbyServer 5.3 for NetWare 5.1 License	e	LIC-005574-003	$2,275.00	2660.00
Maintenance				
StandbyServer 5.3 for NetWare 5.1 Maintenance	e	MNT-005149-001	$1,071.00	1250.00

Product Description	Class	Part Number	US Dollar	Local Currency**
				EUR
Advanced Network Services				
StandbyServer 5.3 Many-to-One for NetWare				
StandbyServer 5.3 for NetWare is a hardware-independent, high-availability solution that connects one or more standby machines directly to a single primary server. StandbyServer Many-to-One connects a single standby machine directly to several mission-critical servers. Both versions of StandbyServer provide a real-time mirroring solution, ensuring continuous up-to-the-moment data protection, providing real-time high-availability. Data is mirrored between the machines to create a fully redundant system protecting users against both hardware and software failures, including planned system maintenance. Mirrored data flows over an industry-standard, dedicated data link or over existing network wiring. StandbyServer 5.3 Many-to-One supports NetWare 4.x and 5.x.				
Note: StandbyServer 5.3 Many-to-One for NetWare is sold via server license.				
Media				
StandbyServer 5.3 for Many-to-One for NetWare 5.1 Software Media Kit Strong Encryption (128+ bit) English	2	892-000065-001	$35.00	41.00
New				
StandbyServer 5.3 Many-to-One for NetWare 5.1 License	e	LIC-005575-001	$5,995.00	7000.00
Upgrade				
Upgrade StandbyServer 5.3 for Many-to-One for NetWare 5.1 License	e	LIC-005584-003	$3,180.00	3720.00
Maintenance				
StandbyServer 5.3 Many-to-One for NetWare 5.1 Maintenance	e	MNT-005150-001	$1,500.00	1750.00
Network Associates, McAfee VirusScan™				
McAfee VirusScan, from Network Associates, Inc. provides the most comprehensive and effective corporate desktop security available for protection against viruses, web attacks, and e-mail intrusions. Already in use on more than 50 million desktops, VirusScan is the world's most popular desktop anti-virus solution for any company seeking smart security together with easy-to-use, time-saving management tools.				
New				
McAfee VirusScan 1 Year Subscription 25-User	2	00662644325729	$775.00	910.00
McAfee VirusScan 1 Year Subscription 100-User	2	00662644325743	$2,300.00	2690.00
McAfee VirusScan 1 Year Subscription 500-User	2	00662644325767	$9,500.00	11100.00
McAfee VirusScan 1 Year Subscription 1,000-User	2	00662644325774	$15,000.00	17500.00
McAfee VirusScan 2 Year Subscription 25-User	2	00662644325828	$1,150.00	1350.00
McAfee VirusScan 2 Year Subscription 100-User	2	00662644325842	$3,400.00	3980.00
McAfee VirusScan 2 Year Subscription 500-User	2	00662644325866	$13,500.00	15800.00
McAfee VirusScan 2 Year Subscription 1,000-User	2	00662644325873	$22,000.00	25700.00
Novell Virus Protection Subscription				
NetShield update subscriptions offer comprehensive server-based virus points protection that helps prevent the spread of viruses at critical server control in the corporate network. Protect server files, shared folders and any important data on the server that could be accessed by others in the network.				
New				
NetShield Virus Protection 1 Year Subscription 25-User	2	00662644338552	$475.00	560.00
NetShield Virus Protection 1 Year Subscription 100-User	2	00662644338576	$1,600.00	1870.00
NetShield Virus Protection 1 Year Subscription 500-User	2	00662644338590	$7,000.00	8200.00
NetShield Virus Protection 1 Year Subscription 1,000-User	2	00662644338606	$13,000.00	15200.00
NetShield Virus Protection 2 Year Subscription 25-User	2	00662644338651	$800.00	940.00
NetShield Virus Protection 2 Year Subscription 100-User	2	00662644338675	$2,700.00	3160.00
NetShield Virus Protection 2 Year Subscription 500-User	2	00662644338699	$12,000.00	14000.00
NetShield Virus Protection 2 Year Subscription 1,000-User	2	00662644338705	$21,000.00	24600.00
Novell Portal Services 1.5				
Today's business environment demands that organizations make better use of their information so they can boost their efficiency, build value and achieve competitive advantage. Novell Portal Services provides the framework for bringing together all of the enterprise applications and information resources necessary to make those critical business process improvements.				
Novell Portal Services provides web-based access to all Novell Net Services including security, file access, identity, and collaboration. It gives professional service providers the tools they need to bring an integrated and individually relevant view of an organization's information and processes to that organization's workforce, customers and business partners.				
Media				
Novell Portal Services 1.5 e-Software Media Kit Strong Encryption (128+ bit) English	e	878-000094-001	$15.00	18.00
Note: e-Software Media Kit contains 1 CD - Approximate download time 6.5 Minutes - Assumes a T1 Line & PII or greater processor.				
Novell Portal Services 1.5 Software Media Kit Strong Encryption (128+ bit) English	2	892-000145-001	$35.00	41.00
New				
Novell Portal Services 1.5 & Prior 1-User License	e	LIC-005634-001	$59.00	69.00
Novell Portal Services 1.5 & Prior CPU License	e	LIC-005635-001	$49,000.00	57000.00
Upgrade				
Upgrade Novell Portal Services 1.5 & Prior 1-User License	e	LIC-005634-003	$31.00	36.00
Upgrade Novell Portal Services 1.5 & Prior CPU License	e	LIC-005635-003	$25,970.00	30400.00
Maintenance				
Novell Portal Services 1.5 1-User Maintenance	e	MNT-005207-001	$15.00	18.00
Novell Portal Services 1.5 CPU Maintenance	e	MNT-005208-001	$12,250.00	14300.00

Master License Agreement (MLA) November 2002 Product Availability and Price List		Pricing			
Product Description	**Class**	**Part Number**	**US Dollar**	**Local Currency****	
				EUR	
Advanced Network Services					
Managed Server Hierarchical Storage Management 4.0					
Managed Server Software is CaminoSoft's core product for every distributed network. This agent software goes on any NetWare 4, 5, & 6 Legacy servers and NetWare 6 NSS. The automated policy engine is configured to identify all data that is not part of your "current productivity" and it pushes that data to a central server (or servers) for long-term retention and management. In addition, the automated policy-based engine monitors the volumes to be managed within these servers. Based on configurable "watermarks" so these servers don't reach critical capacity levels, data is immediately, or in the evening, pushed from production to the central Network Attached Storage as part of its ongoing real-time automated server/data management. Everything, once moved from production servers is always recallable from its original directory entry wherever the data resides with the storage infrastructure.					
Media					
Managed Server HSM 4.0 Software Media Kit English	2	892-000141-001	$35.00	41.00	
New					
Managed Server HSM 4.0 Server License	e	LIC-005631-001	$4,995.00	5800.00	
Maintenance					
Managed Server HSM 4.0 Server Maintenance	e	MNT-005202-001	$1,250.00	1460.00	
Storage Server Hierarchical Storage Management 3.8					
Storage Server is the near-line enabling software for the central Network Attached Storage repositories. It provides similar policy management for its data volumes, except that it facilitates the movement of your data from on-line availability to near-line libraries and jukeboxes and then through those devices the media may be moved to an archive state. (This product currently supports magneto optical jukeboxes and media. Future releases will offer support on tape and DVD as well.)					
Media					
Storage Server HSM 3.8 Software Media Kit English	2	892-000143-001	$35.00	41.00	
New					
Storage Server HSM 3.8 Server License	e	LIC-005632-001	$8,995.00	10500.00	
Maintenance					
Storage Server HSM 3.8 Server Maintenance	e	MNT-005203-001	$2,250.00	2630.00	
Yahoo! Portal Solutions					
Portal Solutions to all customers worldwide. Yahoo! Portal Solutions bring the familiar My Yahoo! interface and personalization engine to the corporate desktop. With Yahoo! Portal Builder 4.0 running behind the corporate firewall, companies can take advantage of a robust feature set that puts greater control in the hands of IS administrators while empowering employees with content from over 2200+ sources - available from 24 properties worldwide from the global Yahoo! network.					
Note: Yahoo! Portal Solutions Strong Encryption (128+ bit) is not for use or distribution in France at this time.					
Media					
Yahoo! Portal Builder 4 Software Media Kit e-Software Strong Encryption (128+ bit) English	e	878-000062-001	$15.00	18.00	
New					
Yahoo! Portal Builder 4 1-Authorized User License	e	LIC-005633-001	$69.00	81.00	
Maintenance					
Yahoo! Portal Builder 4 1-Authorized User Maintenance	e	MNT-005205-001	$15.00	18.00	
Yahoo! Enterprise Package Subscription Renewal 1-Authorized User Maintenance	e	MNT-005206-001	$10.00	12.00	

Product Description	Class	Part Number	US Dollar	Local Currency**
				EUR
Internet/Intranet Security				
Novell BorderManager 3.7				
Novell® BorderManager® is one of the premier Access and Security solutions from Novell. With its powerful directory-integrated features, you can control, accelerate and monitor your users' Internet activities. Because Novell BorderManager leverages identity-based access control and forward proxies, you can safeguard your network against undesirable Internet content while maintaining exceptional performance levels. Ultimately, these features ensure that your network is protected and your users are productive. Novell BorderManager also integrates VPN services, an industry-certified firewall and a scalable content-filtering service. With Novell BorderManager, no internal user can access or download Internet content that can jeopardize your network or expose your organization to liability.				
Novell BorderManager 3.7 replaces the following products on the Novell Price List:				
BorderManager Enterprise Edition 3.6				
BorderManager Firewall Services 3.6				
BorderManager VPN Services 3.6				
BorderManager Authentication Services 3.6				
Novell BorderManager 3.7 (NBM 3.7) is tested and supported on NetWare 5.1 and 6.0. NetWare 6 is licensed by user (as defined in the license agreement), so the customer is entitled to install as many servers as necessary, provided that the customer has a license for each NetWare user. This allows the customer to install a dedicated-function NBM 3.7 server without needing to purchase additional NetWare 6.0 licenses, provided that no additional users are created for the dedicated-function NBM 3.7 server. No NetWare runtime software or licenses are included with the purchase of NBM 3.7 licenses. However, if the customer has upgraded from previous versions of BorderManager that included a copy of NetWare runtime, such runtime software and license may be used with NBM 3.7.				
Upgrades:				
The following products qualify the customer for upgrade pricing:				
Any version of Novell BorderManager, BorderManager Enterprise Edition, BorderManager Fast Cache, BorderManager Firewall Services, BorderManager VPN Services, BorderManager Authentication Services, any version of NetWare for Small Business or Novell Small Business Suite.				
Any firewall, VPN, or web proxy product from Borderware, Check Point, Cisco, Computer Associates, IBM, InfoExpress, Internet Security Systems, Microsoft, Network Associates, Network-1, NetGuard, Nokia, Nortel, Secure Computing, Sun, StoneSoft, Sygate, or Symantec.				
Media				
BorderManager 3.7 e-Software Media Kit Strong Encryption (128+ bit) EPFGS	e	878-000097-001	$15.00	18.00
Note: e-Software Media Kit contains 1 CD - Approximate download time 2.2 Minutes - Assumes a T1 Line & PII or greater processor.				
BorderManager 3.7 Software Media Kit Strong Encryption (128+ bit) EPFGS	1	892-000160-001	$35.00	41.00
New				
BorderManager 3.7 & Prior 1-User License	e	LIC-005662-001	$40.00	47.00
Upgrade				
Upgrade BorderManager 3.7 & Prior 1-User License	e	LIC-005662-003	$21.00	25.00
Maintenance				
BorderManager 3.7 1-User Maintenance	e	MNT-005250-001	$10.00	12.00

Product Description	Class	Part Number	US Dollar	Local Currency**
				EUR
Internet/Intranet Access				
LAN WorkPlace® Pro 5.2				
LAN Workplace Pro provides quick and easy concurrent access to critical application and data resources on Unix, mainframe and Internet platforms for both remote and networked systems. This application suite includes Netscape Communicator, 32-bit terminal emulation (TN5250, TN3270 and VT420), File Transfer Protocol (FTP) file transfer, file and print sharing between Unix and PC systems, X-Server and more.				
Media				
LAN WorkPlace Pro 5.2 e-Software Media Kit English	e	878-000102-001	$15.00	18.00
Note: e-Software Media Kit contains 1 CD - Approximate download time 1.1 Minute - Assumes a T1 Line & PII or greater processor.				
LAN WorkPlace Pro 5.2 Software Media Kit English	2	892-000036-001	$35.00	41.00
New				
LAN WorkPlace Pro 5.2 1-User License	e	LIC-005204-001	$249.00	291.00
LAN WorkPlace Pro 5.2 10-User License	e	LIC-005205-001	$1,995.00	2330.00
LAN WorkPlace Pro 5.2 50-User License	e	LIC-005206-001	$4,995.00	5800.00
LAN WorkPlace Pro 5.2 100-User License	e	LIC-005207-001	$6,999.00	8200.00
LAN WorkPlace Pro 5.2 250-User License	e	LIC-005208-001	$11,999.00	14000.00
Upgrade				
Upgrade LAN WorkPlace Pro 5.2 1-User License	e	LIC-005204-003	$132.00	154.00
Upgrade LAN WorkPlace Pro 5.2 10-User License	e	LIC-005205-003	$1,060.00	1240.00
Upgrade LAN WorkPlace Pro 5.2 50-User License	e	LIC-005206-003	$2,650.00	3100.00
Upgrade LAN WorkPlace Pro 5.2 100-User License	e	LIC-005207-003	$3,710.00	4340.00
Upgrade LAN WorkPlace Pro 5.2 250-User License	e	LIC-005208-003	$6,360.00	7400.00
Maintenance				
LAN WorkPlace Pro 5.2 1-User Maintenance	e	MNT-004871-001	$62.00	73.00
LAN WorkPlace Pro 5.2 10-User Maintenance	e	MNT-004872-001	$499.00	580.00
LAN WorkPlace Pro 5.2 50-User Maintenance	e	MNT-004873-001	$1,249.00	1460.00
LAN WorkPlace Pro 5.2 100-User Maintenance	e	MNT-004874-001	$1,750.00	2050.00
LAN WorkPlace Pro 5.2 250-User Maintenance	e	MNT-004875-001	$3,000.00	3510.00
Volera Excelerator 2.2				
For additional information on Volera products, visit: http://www.volera.com/products/				
Note: Excelerator 2.2 Strong Encryption (128 bit) is not for use or distribution in France at this time.				
Media				
Excelerator 2.2 Strong Encryption (128 bit) Software Media Kit English	2	892-000166-001	$35.00	41.00
Excelerator 2.2 Remote Office e-License	e	131-000831-001	$1.00	1.20
Excelerator 2.2 Small Business e-License	e	131-000832-001	$1.00	1.20
Excelerator 2.2 Enterprise e-License	e	131-000833-001	$1.00	1.20
Excelerator 2.2 Large Enterprise e-License	e	131-000834-001	$1.00	1.20
Excelerator 2.2 Datacenter e-License	e	131-000835-001	$1.00	1.20
Excelerator 2.2 Remote Office e-License Memory Upgrade	e	131-000836-001	$1.00	1.20
Excelerator 2.2 Remote Office 256Mb to Small Business 512Mb Memory Upgrade e-License	e	131-000837-001	$1.00	1.20
Excelerator 2.2 Small Business 512Mb to Enterprise 1Gb Memory Upgrade e-License	e	131-000838-001	$1.00	1.20
Excelerator 2.2 Enterprise 1Gb to Large Enterprise 2Gb memory Upgrade e-License	e	131-000839-001	$1.00	1.20
Excelerator 2.2 Large Enterprise 2Gb to Datacenter 4Gb Memory Upgrade e-License	e	131-000840-001	$1.00	1.20
Upgrade ICS customers will need to order the appropriate 131 license.				
New				
Excelerator 2.2 Remote Office License	e	LIC-005699-001	$3,595.00	4210.00
Excelerator 2.2 Small Business License	e	LIC-005700-001	$5,395.00	6300.00
Excelerator 2.2 Enterprise License	e	LIC-005701-001	$12,495.00	14600.00
Excelerator 2.2 Large Enterprise License	e	LIC-005702-001	$21,995.00	25700.00
Excelerator 2.2 Datacenter License	e	LIC-005703-001	$44,995.00	53000.00

Product Description	Class	Part Number	US Dollar	Local Currency**
				EUR
Internet/Intranet Access				
Volera Excelerator 2.2 (continued from previous page)				
Memory Upgrade				
Excelerator 2.2 Remote Office 256Mb to Small Business 512Mb Memory Upgrade e-License	e	LIC-005704-003	$2,395.00	2800.00
Excelerator 2.2 Small Business 512Mb to Enterprise 1Gb Memory Upgrade e- License	e	LIC-005705-003	$6,595.00	7700.00
Excelerator 2.2 Enterprise 1Gb to Large Enterprise 2Gb Memory Upgrade e-License	e	LIC-005706-003	$13,195.00	15400.00
Excelerator 2.2 Large Enterprise 2Gb to Datacenter 4Gb Memory Upgrade e-License	e	LIC-005707-003	$23,995.00	28100.00
Upgrade				
Note: Customers need to obtain the applicable Excelerator 2.2 131 license listed above under the media section.				
Upgrade ICS 1.x to Excelerator 2.2 Small Business-512Mb License	e	LIC-005729-003	$955.00	1120.00
Upgrade ICS 1.x to Excelerator 2.2 Enterprise-1Gb License	e	LIC-005730-003	$1,315.00	1540.00
Upgrade ICS 1.x to Excelerator 2.2 Large Enterprise-2Gb License	e	LIC-005731-003	$1,795.00	2100.00
Upgrade ICS 1.x to Excelerator 2.2 Datacenter-4Gb License	e	LIC-005732-003	$2,515.00	2940.00
Maintenance				
Excelerator 2.2 Remote Office Maintenance	e	MNT-005296-001	$900.00	1050.00
Excelerator 2.2 Small Business Maintenance	e	MNT-005297-001	$1,350.00	1580.00
Excelerator 2.2 Enterprise Maintenance	e	MNT-005298-001	$3,120.00	3650.00
Excelerator 2.2 Large Enterprise Maintenance	e	MNT-005299-001	$5,500.00	6400.00
Excelerator 2.2 Datacenter Maintenance	e	MNT-005300-001	$11,250.00	13200.00
Media Excelerator 1.2				
(For Real, Microsoft and Quicktime Protocols)				
For additional information on Volera products, visit: http://www.volera.com/products/				
Note: Media Excelerator 1.2 Strong Encryption (128 bit) is not for use or distribution in France at this time.				
Media				
Media Excelerator 1.2 for RealSystem Proxy 8 e-License	e	131-000857-001	$1.00	1.20
Real Networks for RealSystem Proxy 8 Configuration e-License	e	131-000858-001	$1.00	1.20
Media Excelerator 1.2 for Microsoft Windows Media e-License	e	131-000859-001	$1.00	1.20
New				0.00
Media Excelerator 1.2 for RealSystem Proxy 8: Enterprise License	e	LIC-005708-001	$6,595.00	7700.00
Media Excelerator 1.2 for RealSystem Proxy 8: Large Enterprise License	e	LIC-005709-001	$11,995.00	14000.00
Media Excelerator 1.2 for RealSystem Proxy 8: Datacenter License	e	LIC-005710-001	$22,795.00	26700.00
Note: Customers wanting the RealSystem Proxy 8 product will need to additionally order the 131-000857-001 and 131-000858-001 license part numbers listed above.				
Media Excelerator 1.2 for Microsoft Windows Media: Remote Office License	e	LIC-005712-001	$2,995.00	3500.00
Media Excelerator 1.2 for Microsoft Windows Media: Small Business License	e	LIC-005713-001	$3,795.00	4440.00
Media Excelerator 1.2 for Microsoft Windows Media: Enterprise License	e	LIC-005714-001	$6,595.00	7700.00
Media Excelerator 1.2 for Microsoft Windows Media: Large Enterprise License	e	LIC-005715-001	$11,995.00	14000.00
Media Excelerator 1.2 for Microsoft Windows Media: Datacenter License	e	LIC-005716-001	$22,795.00	26700.00
Note: Customers need to order 131-000859-001 listed above for Microsoft Windows.				
Media Excelerator 1.2 for Streaming Suite: Remote Office License	e	LIC-005717-001	$4,195.00	4910.00
Media Excelerator 1.2 for Streaming Suite: Small Business License	e	LIC-005719-001	$5,394.00	6300.00
Media Excelerator 1.2 for Streaming Suite: Enterprise License	e	LIC-005720-001	$10,795.00	12600.00
Media Excelerator 1.2 for Streaming Suite: Large Enterprise License	e	LIC-005721-001	$19,195.00	22500.00
Media Excelerator 1.2 for Streaming Suite: Datacenter License	e	LIC-005722-001	$35,995.00	42100.00
Note: Customers wanting the Streaming Suite product will need to additionally order the 131-000859-001, 131-000858-001 and 131-000857-001 licenses listed above.				
Memory Upgrade				
Media Excelerator 1.2 for RealSystem Proxy 8: Enterprise 1Gb to Large Enterprise 2Gb Memory Upgrade License	e	LIC-005723-003	$7,145.00	8400.00
Media Excelerator 1.2 for RealSystem Proxy 8: Large Enterprise 2Gb to Datacenter 4Gb Memory Upgrade License	e	LIC-005724-003	$14,295.00	16700.00
Note: Customers wanting memory upgrade for RealSystem Proxy 8 will need to additionally order 131-000857-001.				
Media Excelerator 1.2 for Microsoft Windows Media: Remote Office 256Mb to Small Business 512Mb Memory Upgrade e-License	e	LIC-005725-003	$645.00	750.00
Media Excelerator 1.2 for Microsoft Windows Media: Small Business 512Mb to Enterprise 1Gb Memory Upgrade License	e	LIC-005726-003	$4,285.00	5000.00
Media Excelerator 1.2 for Microsoft Windows Media: Enterprise 1Gb to Large Enterprise 2Gb Memory Upgrade License	e	LIC-005727-003	$7,145.00	8400.00
Media Excelerator 1.2 for Microsoft Windows Media: Large Enterprise 2Gb to Datacenter 4Gb Memory Upgrade License	e	LIC-005728-003	$14,295.00	16700.00
Note: Customers wanting memory upgrade for Microsoft Windows will need to additionally order 131-000859-001.				
Maintenance				
Media Excelerator 1.2 for RealSystem Proxy 8: Enterprise Maintenance	e	MNT-005301-001	$1,650.00	1930.00
Media Excelerator 1.2 for RealSystem Proxy 8: Large Enterprise Maintenance	e	MNT-005302-001	$3,000.00	3510.00
Media Excelerator 1.2 for RealSystem Proxy 8: Datacenter Maintenance	e	MNT-005303-001	$5,700.00	6700.00
Media Excelerator 1.2 for Microsoft Windows Media: Remote Office Maintenance	e	MNT-005304-001	$750.00	880.00
Media Excelerator 1.2 for Microsoft Windows Media: Small Business Maintenance	e	MNT-005305-001	$950.00	1110.00
Media Excelerator 1.2 for Microsoft Windows Media: Enterprise Maintenance	e	MNT-005306-001	$1,650.00	1930.00
Media Excelerator 1.2 for Microsoft Windows Media: Large Enterprise Maintenance	e	MNT-005307-001	$3,000.00	3510.00
Media Excelerator 1.2 for Microsoft Windows Media: Datacenter Maintenance	e	MNT-005308-001	$5,700.00	6700.00
Media Excelerator 1.2 for Streaming Suite: Remote Office Maintenance	e	MNT-005309-001	$1,050.00	1230.00
Media Excelerator 1.2 for Streaming Suite: Small Business Maintenance	e	MNT-005310-001	$1,350.00	1580.00
Media Excelerator 1.2 for Streaming Suite: Enterprise Maintenance	e	MNT-005311-001	$2,700.00	3160.00
Media Excelerator 1.2 for Streaming Suite: Large Enterprise Maintenance	e	MNT-005312-001	$4,800.00	5600.00
Media Excelerator 1.2 for Streaming Suite: Datacenter Maintenance	e	MNT-005313-001	$9,000.00	10500.00

Internet/Intranet Access

Content Controller 1.2

For additional information on Volera products, visit: http://www.volera.com/products/

Note: Content Controller 1.2 Strong Encryption (128 bit) is not for sale or use in France at this time.

Media

Product Description	Class	Part Number	US Dollar	Local Currency EUR
Content Controller Server 1.2 Server + 10-Pack Software Media Kit English	2	892-000164-001	$35.00	41.00
Content Accountant Server 1.2 Server + 10-Pack Software Media Kit English	2	892-000165-001	$35.00	41.00
Content Controller Server 1.2 Server + 10-Pack e-License	e	131-000817-001	$1.00	1.20
Content Accountant Server 1.2 Server + 10-Pack e-License	e	131-000818-001	$1.00	1.20
Content Controller 1.2 10-Pack e-License	e	131-000823-001	$1.00	1.20
Content Controller 1.2 25-Pack e-License	e	131-000824-001	$1.00	1.20
Content Controller 1.2 50-Pack e-License	e	131-000825-001	$1.00	1.20
Content Controller 1.2 100-Pack e-License	e	131-000826-001	$1.00	1.20

New

Note: Customers must obtain the applicable 131 license file listed under the media section.

Product Description	Class	Part Number	US Dollar	Local Currency EUR
Content Controller Server 1.2 Server + 10-Pack License	e	LIC-005683-001	$47,995.00	56000.00
Content Controller Excelerator 1.2 10-Pack License	e	LIC-005684-001	$11,995.00	14000.00
Content Controller Excelerator 1.2 25-Pack License	e	LIC-005685-001	$23,995.00	28100.00
Content Controller Excelerator 1.2 50-Pack License	e	LIC-005686-001	$41,995.00	49100.00
Content Controller Excelerator 1.2 100-Pack License	e	LIC-005687-001	$71,995.00	84000.00

Maintenance

Product Description	Class	Part Number	US Dollar	Local Currency EUR
Content Controller Server 1.2 Server + 10-Pack Maintenance	e	MNT-005281-001	$12,000.00	14000.00
Content Controller Excelerator 1.2 10-Pack Maintenance	e	MNT-005288-001	$3,000.00	3510.00
Content Controller Excelerator 1.2 25-Pack Maintenance	e	MNT-005289-001	$6,000.00	7000.00
Content Controller Excelerator 1.2 50-Pack Maintenance	e	MNT-005290-001	$10,500.00	12300.00
Content Controller Excelerator 1.2 100-Pack Maintenance	e	MNT-005291-001	$18,000.00	21100.00

System Controller 1.2

For additional information on Volera products, visit: http://www.volera.com/products/

Note: System Controller 1.2 Strong Encryption (128 bit) is not for use or distribution in France at this time.

Media

Product Description	Class	Part Number	US Dollar	Local Currency EUR
System Controller Server 1.2 Server + 10-Pack Software Media Kit High Encryption (128bit) English	2	892-000162-001	$35.00	41.00
System Controller Server 1.2 Server + 10-Pack Software Media Kit Standard Encryption (56 bit) English	2	892-000163-001	$35.00	41.00
System Controller Server 1.2 Server + 10-Pack High Encryption e-License	e	131-000815-001	$1.00	1.20
System Controller Server 1.2 Server + 10-PackStandard Encryption e-License	e	131-000816-001	$1.00	1.20
System Controller Server 1.2 10-Pack e-License	e	131-000819-001	$1.00	1.20
System Controller Server 1.2 25-Pack e-License	e	131-000820-001	$1.00	1.20
System Controller Server 1.2 50-Pack e-License	e	131-000821-001	$1.00	1.20
System Controller Server 1.2 100-Pack e-License	e	131-000822-001	$1.00	1.20

New

Product Description	Class	Part Number	US Dollar	Local Currency EUR
System Controller Server 1.2 Server + 10-Pack High Encryption License	e	LIC-005677-001	$17,995.00	21100.00
System Controller Server 1.2 Server + 10-Pack Standard Encryption License	e	LIC-005678-001	$17,995.00	21100.00
System Controller Excelerator 1.2 10-Pack License	e	LIC-005679-001	$5,995.00	7000.00
System Controller Excelerator 1.2 25-Pack License	e	LIC-005680-001	$11,995.00	14000.00
System Controller Excelerator 1.2 50-Pack License	e	LIC-005681-001	$20,395.00	23900.00
System Controller Excelerator 1.2 100-Pack License	e	LIC-005682-001	$35,995.00	42100.00

Maintenance

Product Description	Class	Part Number	US Dollar	Local Currency EUR
System Controller Server 1.2 Server Maintenance	e	MNT-005279-001	$4,500.00	5300.00
System Controller Excelerator 1.2 10-Pack Maintenance	e	MNT-005284-001	$1,500.00	1750.00
System Controller Excelerator 1.2 25-Pack Maintenance	e	MNT-005285-001	$3,000.00	3510.00
System Controller Excelerator 1.2 50-Pack Maintenance	e	MNT-005286-001	$5,100.00	6000.00
System Controller Excelerator 1.2 100-Pack Maintenance	e	MNT-005287-001	$9,000.00	10500.00

Content Accountant 1.2

For additional information on Volera products, visit: http://www.volera.com/products/

Note: Content Accountant Server 1.2 Strong Encryption (128 bit) is not for use or distribution in France at this time.

Media

Product Description	Class	Part Number	US Dollar	Local Currency EUR
Content Accountant 1.2 10-Pack e-License	e	131-000827-001	$1.00	1.20
Content Accountant 1.2 25-Pack e-License	e	131-000828-001	$1.00	1.20
Content Accountant 1.2 50-Pack e-License	e	131-000829-001	$1.00	1.20
Content Accountant 1.2 100-Pack e-License	e	131-000830-001	$1.00	1.20

New

Note: Customers must obtain the applicable 131 license file listed under the media section.

Product Description	Class	Part Number	US Dollar	Local Currency EUR
Content Accountant Server 1.2 Server + 10-Pack License	e	LIC-005688-001	$59,995.00	70000.00
Content Accountant Excelerator 1.2 10-Pack License	e	LIC-005689-001	$11,995.00	14000.00
Content Accountant Excelerator 1.2 25-Pack License	e	LIC-005690-001	$23,995.00	28100.00
Content Accountant Excelerator 1.2 50-Pack License	e	LIC-005691-001	$41,995.00	49100.00
Content Accountant Excelerator 1.2 100-Pack License	e	LIC-005692-001	$71,995.00	84000.00

Maintenance

Product Description	Class	Part Number	US Dollar	Local Currency EUR
Content Accountant Server 1.2 Server + 10-Pack Maintenance	e	MNT-005282-001	$15,000.00	17500.00
Content Accountant Excelerator 1.2 10-Pack Maintenance	e	MNT-005292-001	$3,000.00	3510.00
Content Accountant Excelerator 1.2 25-Pack Maintenance	e	MNT-005293-001	$6,000.00	7000.00
Content Accountant Excelerator 1.2 50-Pack Maintenance	e	MNT-005294-001	$10,500.00	12300.00
Content Accountant Excelerator 1.2 100-Pack Maintenance	e	MNT-005295-001	$18,000.00	21100.00

Master License Agreement (MLA) November 2002 Product Availability and Price List		Pricing		
Product Description	Class	Part Number	US Dollar	Local Currency**
				EUR
TCP/IP and UNIX Connectivity				
Related Service Offerings				
Novell offers a wide-range of Consutling, Education, and Support Services to enable you to tap the full potential of your Novell products. For a detailed listing of Novell Services, please see the "Novell Customer Services" section found within this Price List.				
NetWare® NFS Services 3.0				
NFS v3.0 delivers open, Internet-standard file services, including Web NFS, to mixed NetWare and Unix environments, integrating PCs, minis, mainframes and clients. The NFS Server and Gateway allow bi-directional file sharing between NetWare and Unix Platforms.				
Media				
Netware NFS Services 3.0 e-Software Media Kit English	e	878-000105-001	$15.00	18.00
Note: e-Software Media Kit contains 1 CD - Approximate download time .18 Minutes - Assumes a T1 Line & PII or greater processor.				
Netware NFS Services 3.0 Software Media Kit English	**2**	892-000044-001	$35.00	41.00
Note: Customers ordering the 892 Software Media Kit will also need to order the 131 part number listed below to enable the software.				
Netware NFS Services 3.0 Software Media e-License	e	131-000656-001	$1.00	1.20
				0.00
New				
NetWare NFS Services 3.0 License	e	LIC-005409-001	$2,995.00	3500.00
Upgrade				
Upgrade NetWare NFS Services 3.0 License from any NFS	e	LIC-005409-003	$1,590.00	1860.00
Maintenance				
NetWare NFS Services 3.0 Maintenance	e	MNT-004907-001	$750.00	880.00

Product Description	Class	Part Number	US Dollar	Local Currency**
				EUR
Directory Services				
Novell Modular Authentication Services Enterprise Edition 2.0				
NMAS Enterprise Edition provides a single, cost-effective point of administration for managing, combining, grading, and accessing all biometric, smart card, token, and digital certificate authentication to your enterprise. NMAS Enterprise Edition reduces the risk of information compromise within an organization by enabling and enhancing secure enterprise access management.				
Today organizations are looking to secure access to corporate resources by implementing stronger forms of authentication and authorization. Organizations are also working to remove the complexity and administrative overhead of having to maintain passwords throughout an organization. Novell Modular Authentication Service enables and enhances strong authentication solutions while removing the complexity of authentication to eDirectory.				
Media				
Novell Modular Authentication Service 2.0 Enterprise Edition Software Media Kit Strong Encryption (128+ bit) English	2	892-000045-001	$35.00	41.00
New				
Novell Modular Authentication Services 2.0 Enterprise Edition & Prior 1-User License	e	LIC-005567-001	$49.00	57.00
Upgrade				
Upgrade Novell Modular Authentication Service 2.0 Enterprise Edition & Prior 1-User License	e	LIC-005567-003	$20.00	23.00
Maintenance				
Novell Modular Authentication Services 2.0 Enterprise Edition 1-User Maintenance	e	MNT-005139-001	$12.00	14.00
DirXML 1.1				
DirXML is a data sharing service that provides integration capabilities for universal connections between disparate resources, so they work together as one Net. DirXML creates XML-based pathways that allow identity-based information to flow freely between applications, data stores and network platforms, regardless of technical or organizational boundaries – inside or outside firewalls. This creates streamlined administration and control of identities, as well as uniform data integrity and automated efficiency that spans all network resources. As a result, DirXML enables effective communication between applications, data stores and network platforms; ensures data consistency within and between organizations; and powers enterprise and eBusiness transformations by accelerating the flow of information throughout the extended enterprise.				
Note: The DirXML 1.1 software will be available for download at: http://download.novell.com/sdMain.jsp. And product requires "activation" prior to installation and use in a production environment. See http://www.novell.com/products/nds/dirxml/ for details.				
Media				
DirXML 1.1 Software Media Kit Strong Encryption (128+ bit) English	2	892-000019-001	$35.00	41.00
New				
DirXML 1.1 & Prior 1-User e-License	e	979-000005-001	$29.00	34.00
Upgrade				
Upgrade DirXML 1.1 & Prior 1-User e-License	e	979-000006-001	$15.00	18.00
Maintenance				
DirXML 1.1 1-User Maintenance	e	MNT-005166-001	$7.00	8.20
DirXML Driver 4.0 for PeopleSoft				
With the DirXML Driver 4.0 for PeopleSoft, customers can bi-directionally share and synchronize data between Novell eDirectory version 8.6x and a PeopleSoft application running on the latest version of PeopleTools. This driver is designed as a functional upgrade to prior releases of the PeopleSoft driver.				
DirXML is a flexible data sharing service that allows data to be freely shared between applications, databases, and directories and with business partners and customers outside the firewall. DirXML extends the data replication and synchronization capabilities of Novell eDirectory™ to other data sources, eliminating the isolation of data. With DirXML, enterprises can reduce administration costs and improve productivity, build customer relationships through highly customized services, and remove interoperability barriers that inhibit eBusiness success.				
The DirXML Driver 4.0 for PeopleSoft software is available for download at: http://download.novell.com/sdMain.jsp This product requires "activation" prior to installation and use in a production environment. See http://www.novell.com/products/nds/dirxml/ for details.				
New				
DirXML Driver 4.0 & Prior for PeopleSoft 7.0, 7.5, and 8.1 1-User e-License	e	979-000127-001	$10.00	12.00
Upgrade				
Upgrade DirXML Driver 4.0 & Prior for PeopleSoft 7.0, 7.5, and 8.1 1-User e-License	e	979-000131-001	$5.30	6.20
Maintenance				
DirXML Driver 4.0 for PeopleSoft 7.0, 7.5, and 8.1 1-User Maintenance	e	MNT-005429-001	$2.50	2.90
DirXML Driver 3.6 for PeopleSoft				
New				
DirXML Driver 3.6 & Prior for PeopleSoft 7.0, 7.5, and 8.1 1-User e-License	e	979-000001-001	$10.00	12.00
Upgrade				
Upgrade DirXML Driver 3.6 & Prior for PeopleSoft 7.0, 7.5, and 8.11-User e-License	e	979-000007-001	$5.30	6.20
Maintenance				
DirXML Driver 3.6 for PeopleSoft 7.0, 7.5, and 8.1 1-User Maintenance	e	MNT-005199-001	$2.50	2.90

Product Description	Class	Part Number	US Dollar	Local Currency**
				EUR
Directory Services				
DirXML Driver 1.0 for SAP HR				
The DirXML Driver 1.0 for SAP® HR synchronizes personnel data between the SAP HR database and Novell eDirectory. This driver technology enables data to flow within a business enterprise based on its own unique requirements, and eliminates the labor-intensive and error-prone practice of re-entering the same data into multiple databases. Since the SAP HR system is the authoritative source of personnel information, the driver allows administrators to propagate this data to other non-SAP business applications and databases without the need for custom integration solutions. Administrators can decide what data will be shared and how the data will be presented within their enterprises.				
Note: The DirXML 1.0 for SAP HR software will be available for download at: http://download.novell.com/sdMain.jsp. And product requires "activation" prior to installation and use in a production environment. See http://www.novell.com/products/nds/dirxml/ for details.				
New				
DirXML Driver 1.0 for SAP HR 1-User e-License	e	979-000004-001	$10.00	12.00
Maintenance				
DirXML Driver 1.0 for SAP HR 1-User Maintenance	e	MNT-005190-001	$2.50	2.90
DirXML Driver 1.5 for JDBC				
The DirXML Driver 1.5 for JDBC is designed to synchronize user data between Novell eDirectory and JDBC compliant databases.				
Note: The DirXML Driver 1.5 for JDBC software will be available for download at: http://download.novell.com/sdMain.jsp. And product requires "activation" prior to installation and use in a production environment. See http://www.novell.com/products/nds/dirxml/ for details.				
New				
DirXML Driver 1.5 & Prior for JDBC 1-User e-License	e	979-000002-001	$10.00	12.00
Upgrade				
Upgrade DirXML Driver 1.5 & Prior for JDBC 1-User e-License	e	979-000008-001	$5.30	6.20
Maintenance				
DirXML Driver 1.5 for JDBC 1-User Maintenance	e	MNT-005198-001	$2.50	2.90
DirXML Password Synchronization 1.0 for Windows				
Password Synchronization 1.0 for Windows 2000 and Windows NT. It offers a bi-directional password synchronization solution for systems and applications that use the authentication methods specified by each directory. The bi-directional password synchronization feature distinguishes DirXML from other synchronization solutions by ensuring automatic password integrity across your mixed network.				
Note: The DirXML Password Synchronization 1.0 for Windows software will be available for download at: http://download.novell.com/sdMain.jsp. And product requires "activation" prior to installation and use in a production environment. See http://www.novell.com/products/nds/dirxml/ for details.				
New				
DirXML Password Synchronization for Windows 1-User License	e	979-000009-001	$12.00	14.00
Maintenance				
DirXML Password Synchronization for Windows 1-User Maintenance	e	MNT-005210-001	$3.00	3.50
DirXML Driver for NT Domain				
DirXML Driver for NT Domain is now available for separate purchase from the DirXML base software. The DirXML Driver for NT Domain is designed to bi-directionally synchronize user data between eDirectory and the NT Domain.				
Software for this driver is included with the full DirXML 1.1 software download which is available at: http://download.novell.com/sdmain.jsp. This product requires "activation" prior to installation and use in a production environment. See http://www.novell.com/products/nds/dirxml/ for details.				
New				
DirXML Driver 1.1 for NT Domain 1-User License	e	979-000013-001	$6.00	7.00
Maintenance				
DirXML Driver 1.1 for NT Domain 1-User Maintenance	e	MNT-005214-001	$1.50	1.80
DirXML Driver for Notes				
DirXML Driver for Notes is now available for separate purchase from the DirXML base software. The DirXML Driver for Notes is designed to bi-directionally synchronize user data between Novell eDirectoryand the Lotus Notes R5 database and Address Book.				
Software for this driver is included with the full DirXML 1.1 software download which is available at: http://download.novell.com/sdmain.jsp. This product requires "activation" prior to installation and use in a production environment. See http://www.novell.com/products/nds/dirxml/ for details.				
New				
DirXML Driver 1.5 for Notes 1-User License	e	979-000023-001	$6.00	7.00
Maintenance				
DirXML Driver 1.5 for Notes 1-User Maintenance	e	MNT-005224-001	$1.50	1.80

Product Description	Class	Part Number	US Dollar	Local Currency**
				EUR
Directory Services				
DirXML Driver for LDAP				
DirXML Driver for LDAP (Lightweight Directory Access Protocol) is now available for separate purchase from the DirXML base software. The DirXML Driver for LDAP is designed to bi-directionally synchronize user data between Novell eDirectory and LDAP-compliant directories such as:				
▪ iPlanet Directory Server				
▪ IBM SecureWay Directory Server				
▪ Innosoft Directory Services				
▪ CP Directory Server				
Software for this driver is included with the full DirXML 1.1 software download which is available at: http://download.novell.com/sdmain.jsp. This product requires "activation" prior to installation and use in a production environment. See http://www.novell.com/products/nds/dirxml/ for details.				
New				
DirXML Driver 1.5 for LDAP 1-User License	e	979-000025-001	$6.00	7.00
Maintenance				
DirXML Driver 1.5 for LDAP 1-User Maintenance	e	MNT-005226-001	$1.50	1.80
DirXML Driver for GroupWise				
DirXML Driver for GroupWise is now available for separate purchase from the DirXML base software. The DirXML Driver for GroupWise is designed to bi-directionally synchronize user data between Novell eDirectory and GroupWise.				
Software for this driver is included with the full DirXML 1.1 software download which is available at: http://download.novell.com/sdmain.jsp. This product requires "activation" prior to installation and use in a production environment. See http://www.novell.com/products/nds/dirxml/ for details.				
New				
DirXML Driver 1.1 for GroupWise 1-User License	e	979-000015-001	$6.00	7.00
Maintenance				
DirXML Driver 1.1 for GroupWise 1-User Maintenance	e	MNT-005216-001	$1.50	1.80
DirXML Driver for Exchange				
DirXML Driver for Exchange is now available for separate purchase from the DirXML base software. The DirXML Driver for Exchange is designed to bi-directionally synchronize user data between Novell eDirectory™ users and Microsoft Exchange.				
Software for this driver is included with the full DirXML 1.1 software download which is available at: http://download.novell.com/sdmain.jsp. This product requires "activation" prior to installation and use in a production environment. See http://www.novell.com/products/nds/dirxml/ for details.				
New				
DirXML Driver 1.5 for Exchange 5.5 1-User License	e	979-000027-001	$6.00	7.00
Maintenance				
DirXML Driver 1.5 for Exchange 5.5 1-User Maintenance	e	MNT-005228-001	$1.50	1.80
DirXML Driver for Novell eDirectory				
DirXML Driver for Novell eDirectory is now available for separate purchase from the DirXML base software. The DirXML Driver for Novell eDirectory is designed to bi-directionally synchronize data (objects / attributes) with multiple instances of eDirectory.				
Software for this driver is included with the full DirXML 1.1 software download which is available at: http://download.novell.com/sdmain.jsp. This product requires "activation" prior to installation and use in a production environment. See http://www.novell.com/products/nds/dirxml/ for details.				
New				
DirXML Driver 1.1 for eDirectory 1-User License	e	979-000019-001	$6.00	7.00
Maintenance				
DirXML Driver 1.1 for eDirectory 1-User Maintenance	e	MNT-005220-001	$1.50	1.80
DirXML Driver for Delimited Text				
DirXML Driver for Delimited Text is now available for separate purchase from the DirXML base software. The DirXML Driver for Delimited Text is designed to bi-directionally synchronize user data between Novell eDirectory and delimited text files with comma-separated values, and between eDirectory and XML files in XDS format. XDS format is the defined Novell subset of possible XML formats. (For more information on XDS format, refer to the DirXML Driver Kit.)				
Software for this driver is included with the full DirXML 1.1 software download which is available at: http://download.novell.com/sdmain.jsp. This product requires "activation" prior to installation and use in a production environment. See http://www.novell.com/products/nds/dirxml/ for details.				
New				
DirXML Driver 1.1 for Delimited Text 1-User License	e	979-000017-001	$6.00	7.00
Maintenance				
DirXML Driver 1.1 for Delimited Text 1-User Maintenance	e	MNT-005218-001	$1.50	1.80

Directory Services

DirXML Driver for Active Directory

DirXML Driver for Active Directory is now available for separate purchase from the DirXML base software. The DirXML Driver for Active Directory is designed to bi-directionally synchronize user data between Novell eDirectory and Active Directory.

Software for this driver is included with the full DirXML 1.1 software download which is available at: http://download.novell.com/sdmain.jsp. This product requires "activation" prior to installation and use in a production environment. See http://www.novell.com/products/nds/dirxml/ for details.

Product	Class	Part Number	US Dollar	EUR
New				
DirXML Driver 2.0 for Active Directory 1-User License	e	979-000021-001	$6.00	7.00
Maintenance				
DirXML Driver 2.0 for Active Directory 1-User Maintenance	e	MNT-005222-001	$1.50	1.80

DirXML Driver License for non-Novell Production Driver

This license is the "DirXML Driver License for non-Novell production driver" and is now available through normal purchasing channels. This license enables the DirXML engine to be used in conjunction with a driver other than a standard Novell production driver.

Software for this driver is included with the full DirXML 1.1 software download which is available at: http://download.novell.com/sdmain.jsp. This product requires "activation" prior to installation and use in a production environment. See http://www.novell.com/products/nds/dirxml/ for details.

Product	Class	Part Number	US Dollar	EUR
New				
DirXML Driver License for non-Novell Production Driver 1-User e-License	e	979-000029-001	$2.00	2.30
Upgrade Protection				
DirXML Driver License for non-Novell Production Driver 1-User Maintenance	e	MNT-005253-001	$1.00	1.20

Novell DirXML Driver for WebSphere MQ by The Wiring Company

Novell is pleased to announce that the DirXML Driver for WebSphere MQ is now available. The DirXML Driver for WebSphere MQ is designed to provide data integration between Novell eDirectory and applications and business processes supported by IBM's WebSphere MQ. This driver also ensures that changes made in eDirectory are reflected in any affected WebSphere MQ data sources.

Product Availability and Distribution:
The Novell® DirXML® Driver for WebSphere* MQ by The Wiring Company software will be available for download at: http://download.novell.com

Product	Class	Part Number	US Dollar	EUR
New				
DirXML Driver 1.0 for WebSphere MQ by The Wiring Company 1-User e-License	e	979-000048-001	$10.00	12.00
Maintenance				
DirXML Driver 1.0 for WebSphere MQ by The Wiring Company 1-User Maintenance	e	MNT-005324-001	$2.50	2.90

iChain 2.1

iChain 2.1 is an integrated security solution that offers secure authentication and access to portals, Web-based content and Web applications. Features include Web Single Sign-On, multi-factor authentication, complete access control, confidential data delivery and personalization.

With these features, iChain enables you to bring all aspects of your business together and move them online. In fact, iChain is the most secure foundation for identity and access management for your eBusiness.

The software for this product is available as a free download from http://download.novell.com. This product requires activation. If not activated, this product will expire 90 days after installation. For detailed information about Novell's product activation process, please visit http://www.novell.com/partners/partnerplace/epd/product_activation_basics.htm.

Product	Class	Part Number	US Dollar	EUR
Media				
iChain 2.1 Software Media Kit Strong Encryption (128+ bit) English	2	892-000159-001	$35.00	41.00
New				
iChain 2.1 & Prior 1-User e-License	e	979-000031-001	$10.00	12.00
Upgrade				
Upgrade iChain 2.1 & Prior 1-User e-License	e	979-000031-003	$5.30	6.20
Competitive Upgrade iChain 2.1 & Prior 1-User e-License	e	979-000032-003	$5.30	6.20
Maintenance				
iChain 2.1 1-User Maintenance	e	MNT-005270-001	$2.50	2.90

Product Description	Class	Part Number	US Dollar	Local Currency**
				EUR

Directory Services

Novell Account Management 3

Novell Account Management 3 is a big step forward in simplifying cross-platform management of user and group accounts. Unlike previous releases of Novell Account Management (NAM), version 3 is completely integrated across all platforms, providing a central point of management for user and group account information stored within the security systems on the various operating systems with an enterprise network.

The software for this product is available as a free download from http://download.novell.com. This product requires activation. If not activated, this product will expire 90 days after installation. For detailed information about Novell's product activation process, please visit http://www.novell.com/partners/partnerplace/epd/product_activation_basics.htm.

Product Description	Class	Part Number	US Dollar	Local Currency**
Media				
Account Management 3 Suite Software Media Kit Strong Encryption (128+ bit) English	2	892-000167-001	$35.00	41.00
New				
Account Management 3 for Mainframe & Prior 1-User e-License	e	979-000040-001	$18.00	21.00
Account Management 3 for Unix & Prior 1-User e-License	e	979-000042-001	$18.00	21.00
Account Management 3 for Windows & Prior 1-User e-License	e	979-000044-001	$18.00	21.00
Account Management 3 Suite & Prior 1-User e-License	e	979-000046-001	$54.00	63.00
Upgrade				
Upgrade Account Management 3 for Mainframe & Prior 1-User e-License	e	979-000041-001	$10.00	12.00
Upgrade Account Management 3 for Unix & Prior 1-User e-License	e	979-000043-001	$10.00	12.00
Upgrade Account Management 3 for Windows & Prior 1-User e-License	e	979-000045-001	$10.00	12.00
Upgrade Account Management 3 Suite & Prior 1-User e-License	e	979-000047-001	$29.00	34.00
Maintenance				
Account Management 3 for Mainframe 1-User Maintenance	e	MNT-005335-001	$5.00	5.80
Account Management 3 for Unix 1-User Maintenance	e	MNT-005334-001	$5.00	5.80
Account Management 3 for Windows 1-User Maintenance	e	MNT-005338-001	$5.00	5.80
Account Management 3 Suite 1-User Maintenance	e	MNT-005333-001	$14.00	16.00

Novell eDirectory 8.6.1

Novell eDirectory provides Net-wide security and massive scalability to applications either behind or beyond the firewall. eDirectory also enables identity management capabilities that create new possibilities through the centralized management of identities, hardware resources, mobile devices, etc. and their inter-relationships. With eDirectory, accounts and access privileges can be controlled with precision — for employees, customers, partners and suppliers — across networks, operating systems and application platforms. And it provides the levels of performance, reliability, replication and other capabilities unequalled by any other directory. As a result, enterprise customers can simplify identity management, secure and protect resources and accelerate the ability to grow their eBusiness environment.

Novell eDirectory powers e-businesses. It enables net services by providing the profile storage, access controls, authentication, security, and management required to compete in the Net economy.

Product Description	Class	Part Number	US Dollar	Local Currency**
Media				
Novell eDirectory 8.6.1 Software Media Kit Strong Encryption (128+ bit) EFJCC	2	892-000115-001	$35.00	41.00
Novell eDirectory 8.6.1 e-Software EFJCC	e	131-000676-001	$1.00	1.20
New				
Novell eDirectory 8.6.1 & Prior 1-User License	e	LIC-005616-001	$2.00	2.30
Upgrade				
Upgrade Novell eDirectory 8.6.1 1-User License	e	LIC-005616-003	$1.00	1.20
Maintenance				
Novell eDirectory 8.6.1 1-User Maintenance	e	MNT-005187-001	$0.50	0.60

SecureLogin 3.0

Novell SecureLogin 3.0 is Novell's enterprise single sign-on solution, supporting Windows, Web, Citrix/Terminal Server, Telnet, RADIUS and Host Terminal Emulator applications.

Novell SecureLogin 3.0 includes all features of both NSL2.5 and NSSO2.1, such as SecretStore and NMAS Standard Edition. Novell SecureLogin 3.0 supports LDAP (Client32 is optional), extending support for LDAPv3 directories. The user interface for Novell SecureLogin 3.0 has also been enhanced.

Novell SecureLogin 3.0 is licensed per user—a license must be purchased for every active User object in the directory tree.

Product Description	Class	Part Number	US Dollar	Local Currency**
Media				
SecureLogin 3.0 e-Software Media Kit Multilingual	e	878-000118-001	$15.00	18.00
Note: e-Software Media Kit contains 1 CD - Approximate download time 2.2 Minutes - Assumes a T1 Line & PII or greater processor.				
SecureLogin 3.0 Software Media Kit Multilingual	2	892-000148-001	$35.00	41.00
New				
SecureLogin 3.0 1-User License	e	LIC-005630-001	$79.00	92.00
Upgrade				
Upgrade SecureLogin 3.0 1-User License	e	LIC-005630-003	$42.00	49.00
Maintenance				
SecureLogin 3.0 1-User Maintenance	e	MNT-005201-001	$20.00	23.00

The following products qualify for an upgrade to Novell SecureLogin 3.0:
- Novell SecureLogin 2.5
- Novell Single Sign-on (all versions, with or without v-GO)

Master License Agreement (MLA) November 2002 Product Availability and Price List		Pricing		
Product Description	Class	Part Number	US Dollar	Local Currency**
				EUR
Directory Services				
Novell Secure Access Suite				
Novell Secure Access is a suite of access and security products that simplify, secure, accelerate, and extend identity management to applications, platforms, databases, and network resources.				
Today's traditional, best-of-breed, access and security solutions often have their own identity stores and security policies. Having to maintain multiple identity stores and security policies introduces significant security vulnerabilities, increases administration and support costs, and reduces the quality of the end user experience. Additionally, such solutions don't provide a mechanism for enforcing a consistent access control and security policy for the many users an organization encounters.				
Novell Secure Access enables organizations to remove many of these vulnerabilities, reduce administrative and support costs, and improve the end user experience by unifying the management of identity and access control.				
Products Included:				
Novell Secure Access has been updated to include of Novell Account Management 3.0 (which replaces NDS-Authentication Services 3.0), Novell Modular Authentication Service Enterprise Edition 2.0, Novell SecureLogin 3.0, Novell iChain 2.1, and BorderManager Enterprise Edition 3.7.				
The software for this product is available as a free download from http://download.novell.com. This product requires activation. If not activated, this product will expire 90 days after installation. For detailed information about Novell's product activation process, please visit http://www.novell.com/partners/partnerplace/epd/product_activation_basics.htm.				
Note: Customers in France must ensure that they order French import approved versions of the individual products that encompass the Secure Access Suite.				
Media				
Account Management 3 Suite Software Media Kit Strong Encryption (128+ bit) English	2	892-000167-001	$35.00	41.00
Novell Modular Authentication Service 2.0 Enterprise Edition Software Media Kit Strong Encryption (128+ bit) English	1	892-000045-001	$35.00	41.00
SecureLogin 3.0 Software Media Kit Multilingual	1	892-000148-001	$35.00	41.00
iChain 2.1 Software Media Kit Strong Encryption (128+ bit) English	1	892-000159-001	$35.00	41.00
BorderManager 3.7 Software Media Kit Styrong Encryption (128+ bit) EPFGS	1	892-000160-001	$35.00	41.00
New				
Novell Secure Access Suite 1.5 1-User e-License	e	979-000052-001	$139.00	163.00
Upgrade				
Upgrade Novell Secure Access Suite 1.5 for SecureLogin 3.0 1-User e-License	e	979-000053-003	$69.00	81.00
Upgrade Novell Secure Access Suite 1.5 1-User e-License	e	979-000054-003	$99.00	116.00
Maintenance				
Novell Secure Access Suite 1.5 1-User Maintenance	e	MNT-005328-001	$46.00	54.00

<table>
<tr><td colspan="2" align="center">Master License Agreement (MLA) November 2002
Product Availability and Price List</td><td colspan="4" align="center">Pricing</td></tr>
<tr><td colspan="2" align="center">Product Description</td><td>Class</td><td>Part Number</td><td>US Dollar</td><td>Local Currency**</td></tr>
<tr><td colspan="2"></td><td></td><td></td><td></td><td>EUR</td></tr>
<tr><td colspan="2">Novell Collaboration Services</td><td></td><td></td><td></td><td></td></tr>
<tr><td colspan="2"></td><td></td><td></td><td></td><td></td></tr>
<tr><td colspan="2">GroupWise 6</td><td></td><td></td><td></td><td></td></tr>
<tr><td colspan="6">Novell GroupWise 6, the premier communication and collaboration tool for the one Net environment, is the only collaboration solution capable of addressing the requirements and challenges of today's eBusinesses. It accelerates your organizational productivity and responsiveness by enabling you to expand your collaboration zone, securely integrate with your suppliers and customers, and empower your administrators to align technology with business objectives. And it's the first and only integrated collaboration solution to include wireless connectivity in the box as an integrated function.</td></tr>
<tr><td colspan="6"></td></tr>
<tr><td colspan="2">Note: GroupWise 6 Strong Encryption (128+ bit) is not for use or distribution in France at this time.</td><td></td><td></td><td></td><td></td></tr>
<tr><td colspan="6"></td></tr>
<tr><td colspan="6">Note: GroupWise 6 Multilingual includes the following languages: English (Client + Admin), Portuguese (Client + Admin), French (Client + Admin), Italian (Client only), German (Client + Admin), Spanish (Client + Admin), Dutch (Client only), Danish (Client only), Norwegian (Client only), Finnish (Client only), Swedish (Client only).</td></tr>
<tr><td colspan="2">Media</td><td></td><td></td><td></td><td></td></tr>
<tr><td colspan="2">GroupWise 6 e-Software Media Kit (56 bit) Multilingual</td><td>e</td><td>878-000098-001</td><td>$15.00</td><td>18.00</td></tr>
<tr><td colspan="2">GroupWise 6 e-Software Media Kit Strong Encryption (128+ bit) Multilingual</td><td>e</td><td>878-000099-001</td><td>$15.00</td><td>18.00</td></tr>
<tr><td colspan="2">GroupWise 6 e-Software Media Kit Strong Encryption (128+ bit) Russian and Eastern-European</td><td>e</td><td>878-000100-001</td><td>$15.00</td><td>18.00</td></tr>
<tr><td colspan="2">GroupWise 6 e-Software Media Kit Strong Encryption (128+ bit) TH, HB, AR, TR, JA, SC, TC</td><td>e</td><td>878-000101-001</td><td>$15.00</td><td>18.00</td></tr>
<tr><td colspan="2">Note: e-Software Media Kits contain 1 CD - Approximate download time 7.6 Minutes - Assumes a T1 Line & PII or greater processor.</td><td></td><td></td><td></td><td></td></tr>
<tr><td colspan="2">GroupWise 6 Software Media Kit Strong Encryption (128+ bit) Multilingual</td><td>1</td><td>892-000022-001</td><td>$35.00</td><td>41.00</td></tr>
<tr><td colspan="2">GroupWise 6 Software Media Kit (56 bit) Multilingual</td><td>2</td><td>892-000023-001</td><td>$35.00</td><td>41.00</td></tr>
<tr><td colspan="2">GroupWise 6 Software Media Kit Strong Encryption (128+ bit) Russian and Eastern-European</td><td>2</td><td>892-000024-001</td><td>$35.00</td><td>41.00</td></tr>
<tr><td colspan="2">GroupWise 6 Software Media Kit Strong Encryption (128+ bit) TH, HB, AR, TR, JA, SC, TC</td><td>2</td><td>892-000113-001</td><td>$35.00</td><td>41.00</td></tr>
<tr><td colspan="2">New</td><td></td><td></td><td></td><td></td></tr>
<tr><td colspan="2">GroupWise 6 & Prior 1-User License</td><td>e</td><td>LIC-005577-001</td><td>$130.00</td><td>152.00</td></tr>
<tr><td colspan="2">GroupWise 6 Web/Wireless 1-User License</td><td>e</td><td>LIC-005578-001</td><td>$30.00</td><td>35.00</td></tr>
<tr><td colspan="2"></td><td></td><td></td><td></td><td></td></tr>
<tr><td colspan="2">Upgrade License</td><td></td><td></td><td></td><td></td></tr>
<tr><td colspan="2">Upgrade GroupWise 6 & Prior 1-User License</td><td>e</td><td>LIC-005579-003</td><td>$69.00</td><td>81.00</td></tr>
<tr><td colspan="2"></td><td></td><td></td><td></td><td></td></tr>
<tr><td colspan="2">Qualifying competitive products include: Microsoft Mail, Microsoft Exchange, Lotus Notes, Lotus cc:Mail, IBM PROFS, IBM OfficeVision, ICL TeamOffice, On Technology DaVinci, Banyan BeyondMail, Infinite Technology ExpressIT!, Futurus TEAM, Futurus MAIL Plus, QuickMail MHS, QuickMail Pro, FirstClass® Intranet Server(FCIS), WordPerfect Office, and MailGate.</td><td></td><td></td><td></td><td></td></tr>
<tr><td colspan="2"></td><td></td><td></td><td></td><td></td></tr>
<tr><td colspan="2">Maintenance</td><td></td><td></td><td></td><td></td></tr>
<tr><td colspan="2">GroupWise 6 1-User Maintenance</td><td>e</td><td>MNT-005152-001</td><td>$33.00</td><td>39.00</td></tr>
<tr><td colspan="2">GroupWise 6 Web/Wireless 1-User Maintenance</td><td>e</td><td>MNT-005153-001</td><td>$8.00</td><td>9.40</td></tr>
<tr><td colspan="6"></td></tr>
<tr><td colspan="6"></td></tr>
<tr><td colspan="2">Metastorm e-Work 5.3</td><td></td><td></td><td></td><td></td></tr>
<tr><td colspan="6">Metastorm e-Work Version 5.3, a Business Process Management (BPM) is a platform that integrates and leverages Novell's suite of eDirectory, iChain, Portal Services, DirXML and GroupWise offerings.</td></tr>
<tr><td colspan="6"></td></tr>
<tr><td colspan="6">Metastorm e-Work solutions automate the people-intensive and paper-based processes that divert employees from their higher-value activities. Flexible, scalable and compatible with legacy systems, e-Work solutions deploy quickly to provide efficiency with near-immediate and trackable ROI across the enterprise. Version 5.3 of e-Work provides a full set of Web Services to quickly and easily integrate with legacy systems and enable you to deliver automated business process and services across the Web.</td></tr>
<tr><td colspan="2">Media</td><td></td><td></td><td></td><td></td></tr>
<tr><td colspan="2">Metastorm e-Work 5.3 Software Media Kit English, French, and German</td><td>2</td><td>892-000161-001</td><td>$35.00</td><td>41.00</td></tr>
<tr><td colspan="2">New</td><td></td><td></td><td></td><td></td></tr>
<tr><td colspan="2">Metastorm e-Work 5.3 Enterprise Server License</td><td>e</td><td>LIC-005670-001</td><td>$55,000.00</td><td>64000.00</td></tr>
<tr><td colspan="2">Metastorm e-Work 5.3 Additional CPU for Enterprise Server License</td><td>e</td><td>LIC-005671-001</td><td>$25,000.00</td><td>29200.00</td></tr>
<tr><td colspan="2">Metastorm e-Work 5.3 Designer License</td><td>e</td><td>LIC-005672-001</td><td>$1,000.00</td><td>1170.00</td></tr>
<tr><td colspan="2">Metastorm e-Work 5.3 Public Access License</td><td>e</td><td>LIC-005673-001</td><td>$25,000.00</td><td>29200.00</td></tr>
<tr><td colspan="2">Metastorm e-Work 5.3 1-User Full Client License</td><td>e</td><td>LIC-005674-001</td><td>$250.00</td><td>292.00</td></tr>
<tr><td colspan="2">Metastorm e-Work 5.3 1-User Initiator Client License</td><td>e</td><td>LIC-005675-001</td><td>$150.00</td><td>175.00</td></tr>
<tr><td colspan="2"></td><td></td><td></td><td></td><td></td></tr>
<tr><td colspan="2">Upgrade</td><td></td><td></td><td></td><td></td></tr>
<tr><td colspan="2">Upgrade Metastorm e-Work 5.3 1-User Full Client License</td><td>e</td><td>LIC-005674-003</td><td>$125.00</td><td>146.00</td></tr>
<tr><td colspan="2">Upgrade Metastorm e-Work 5.3 1-User Initiator to Full Client License</td><td>e</td><td>LIC-005675-003</td><td>$125.00</td><td>146.00</td></tr>
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<tr><td colspan="2">Maintenance</td><td></td><td></td><td></td><td></td></tr>
<tr><td colspan="2">Metastorm e-Work 5.3 Enterprise Server Maintenance</td><td>e</td><td>MNT-005271-001</td><td>$13,750.00</td><td>16100.00</td></tr>
<tr><td colspan="2">Metastorm e-Work 5.3 Additional CPU Server Maintenance</td><td>e</td><td>MNT-005272-001</td><td>$6,250.00</td><td>7300.00</td></tr>
<tr><td colspan="2">Metastorm e-Work 5.3 Designer Maintenance</td><td>e</td><td>MNT-005273-001</td><td>$250.00</td><td>292.00</td></tr>
<tr><td colspan="2">Metastorm e-Work 5.3 Public Access Maintenance</td><td>e</td><td>MNT-005274-001</td><td>$6,250.00</td><td>7300.00</td></tr>
<tr><td colspan="2">Metastorm e-Work 5.3 1-User Full Client Maintenance</td><td>e</td><td>MNT-005275-001</td><td>$63.00</td><td>74.00</td></tr>
<tr><td colspan="2">Metastorm e-Work 5.3 1-User Initiator Client Maintenance</td><td>e</td><td>MNT-005276-001</td><td>$38.00</td><td>44.00</td></tr>
</table>

Master License Agreement (MLA) November 2002 Product Availability and Price List		Pricing		
Product Description	Class	Part Number	US Dollar	Local Currency**
				EUR
Novell Collaboration Services				
High Availability Messaging Solution				
Messaging has become mission critical in most environments. With many businesses e-mail drives the business. If the e-mail stops the business stops. High availability of the messaging system is no longer a luxury -- it is a competitive business requirement. The Novell High Availability Messaging solution simplifies the move from where you are today to always on messaging. Novell and key partners combine all of the net services software, servers, storage, and services needed to implement a non-stop messaging environment.				
Please note that there are no license and maintenance part numbers associated with Novell High Availability Messaging. Customers should purchase license and maintenance using the existing part numbers for NetWare 5.1, Novell Cluster Services 1.01, and Novell GroupWise 6 respectively.				
Note: High Availability Messaging Solution Strong Encryption (128+ bit) is not for use or distribution in France at this time.				
Media				
High Availability Messaging e-Software Media Kit Strong Encryption (128+ bit) Multilingual	e	878-000103-001	$15.00	18.00
Note: e-Software Media Kit contains 6 CD's - Approximate download time per CD 5.4 Minutes - Assumes a T1 Line & PII or greater processor.				
High Availability Messaging Software Media Kit Strong Encryption (128+ bit) Multilingual	**2**	892-000032-001	$35.00	41.00
GroupWise Gateways, Agents, and Print Packs				
GroupWise Gateways, Agents, and Print Packs can be accessed for download at www.novell.com/download.				
NetMail 3.1				
NetMail 3.1, formerly known as the Novell Internet Messaging System (NIMS) contains all of the features (standards-based email, calendaring, list server, rules server, hosting features, etc.) of NIMS 3.0.x. In addition, NetMail 3.1 includes support for Windows platforms and Palm OS and Pocket PC email, calendar and address book synchronization. NetMail 3.1 requires NDS eDirectory and runs on the following platforms: NetWare 4.11 (Service Pack 9), NetWare 5.1 (Service Pack 3), NetWare 6, Windows NT, Windows 2000, Windows XP, Solaris 8, and Linux (Red Hat 7.1+ recommended).				
Note: NetMail 3.1 Strong Encryption (128+ bit) is not available for use or distribution in France at this time.				
Media				
NetMail 3.1 e-Software Media Kit Strong Encryption (128+ bit) Multilingual	e	878-000081-001	$15.00	18.00
NetMail 3.1 e-Software Media Kit (56 bit) Multilingual	e	878-000090-001	$15.00	18.00
New				
NetMail 3.1 1-User License	e	LIC-005735-001	$15.00	18.00
Upgrade				0.00
Upgrade NetMail 3.1 1-User License	e	LIC-005735-003	$8.00	9.40
Maintenance				
NetMail 3.1 1-User Maintenance	e	MNT-005318-001	$3.75	4.40
cv act s/mail				
With cv act s/mail™, customers can secure their Novell GroupWise™ email using digital signatures and encryption that comply with GISA (German Information Security Agency). cv act s/mail includes all of the email encryption and digital signatures features required by the rules of GISA. In addition to Novell GroupWise, cv act s/mail supports Microsoft© Outlook™ and can facilitate secure communications between both products.				
This product can only be purchased from our office in Ireland.				
Note: Cryptovision act s/mail Strong Encryption (128+ bit) is not available for use or distribution in France at this time.				
Media				
Cryptovision act s/mail Strong Encryption (128+ bit) Software Media Kit English and German	2	892-000147-001	$35.00	41.00
New				
Cryptovision act s/mail 1-User License	e	LIC-005638-001	$89.00	104.00
Upgrade Protection				
Cryptovision act s/mail 1-User Annual Upgrade Protection	e	051-001350-001	$19.00	22.00

Master License Agreement (MLA) November 2002 Product Availability and Price List		Pricing		
Product Description	**Class**	**Part Number**	**US Dollar**	**Local Currency****
				EUR

Network Management (NetWare and Windows NT)

ManageWise® 2.7

ManageWise® 2.7 is a comprehensive management solution you can use to successfully manage and control your entire mixed network, including TCP/IP networks. It performs all management tasks from a single point of administration, including Novell Directory Services™ monitoring, NetWare® and Windows NT management, problem notification, traffic analysis, virus protection, inventorying, and health reporting.

Product Description	Class	Part Number	US Dollar	Local Currency EUR
Media				
ManageWise 2.7 e-Software Media Kit English	e	878-000104-001	$15.00	18.00
Note: e-Software Media Kit contains 2 CD's - Approximate download time per CD 2.2 Minutes - Assumes a T1 Line & PII or greater processor.				
ManageWise 2.7 Software Media Kit English	2	892-000037-001	$35.00	41.00
Note: Customers ordering the 892 Software Media Kit will also need to order the 131 part number listed below to enable the software.				
ManageWise 2.7 Software Media e-License	e	131-000655-001	$1.00	1.20
New				
ManageWise 2.7 & Prior 5-User License	e	LIC-005294-001	$795.00	930.00
ManageWise 2.7 & Prior 10-User License	e	LIC-005295-001	$1,195.00	1400.00
ManageWise 2.7 & Prior & Prior 25-User License	e	LIC-005296-001	$1,995.00	2330.00
ManageWise 2.7 & Prior 50-User License	e	LIC-005297-001	$3,750.00	4390.00
ManageWise 2.7 & Prior & Prior 100-User License	e	LIC-005298-001	$7,500.00	8800.00
ManageWise 2.7 & Prior 250-User License	e	LIC-005299-001	$18,750.00	21900.00
ManageWise 2.7 & Prior & Prior 500-User License	e	LIC-005300-001	$37,500.00	43900.00
Upgrade				
Upgrade ManageWise 2.7 & Prior 5-User License from ManageWise PV/Competitive Product 5-User	e	LIC-005294-003	$430.00	500.00
Upgrade ManageWise 2.7 & Prior 10-User License from ManageWise PV/Competitive Product 10-User	e	LIC-005295-003	$640.00	750.00
Upgrade ManageWise 2.7 & Prior 25-User License from ManageWise PV/Competitive Product 25-User	e	LIC-005296-003	$1,000.00	1170.00
Upgrade ManageWise 2.7 & Prior 50-User License from ManageWise PV/Competitive Product 50-User	e	LIC-005297-003	$1,990.00	2330.00
Upgrade ManageWise 2.7 & Prior 100-User License from ManageWise PV/Competitive Product 100-User	e	LIC-005298-003	$4,000.00	4680.00
Upgrade ManageWise 2.7 & Prior 250-User License from ManageWise PV/Competitive Product 250-User	e	LIC-005299-003	$9,940.00	11600.00
Upgrade ManageWise 2.7 & Prior 500-User License from ManageWise PV/Competitive Product 500-User	e	LIC-005300-003	$19,880.00	23300.00
Maintenance				
ManageWise 2.7 5-User Maintenance	e	MNT-004833-001	$200.00	234.00
ManageWise 2.7 10-User Maintenance	e	MNT-004834-001	$300.00	351.00
ManageWise 2.7 25-User Maintenance	e	MNT-004835-001	$500.00	580.00
ManageWise 2.7 50-User Maintenance	e	MNT-004836-001	$938.00	1100.00
ManageWise 2.7 100-User Maintenance	e	MNT-004837-001	$1,875.00	2190.00
ManageWise 2.7 250-User Maintenance	e	MNT-004838-001	$4,688.00	5500.00
ManageWise 2.7 500-User Maintenance	e	MNT-004839-001	$9,375.00	11000.00

ZENworks for Servers 3

ZENworks for Servers is the cross-platform solution for server content and configuration management that helps everything work together as one Net. It provides server consistency by empowering administrators to manage server content, configurations and procedures across server groups that include Windows, Linux, Solaris and NetWare platforms. ZENworks for Servers allows IT professionals to capture and automate key server administrative processes, creating self-managing networks. This increases management efficiency, enabling administrators to securely manage servers with less work and freeing them to focus on strategic initiatives instead of routine server management tasks. As a result, Novell customers get a stable and resilient server environment, embedded network intelligence and a server management solution that pays for itself and more — with an ROI reward in as little as three months and a three-year ROI of up to 2,000% (with ZFD).

Product Upgrades:
ZFS3 is the upgrade path for ManageWise; all ManageWise customers may upgrade to ZFS3 at the upgrade price. All ManageWise customers with maintenance or upgrade protection may upgrade their licenses to ZFS3 and must purchase ZFS maintenance at the time of their upgrade.

Licensed users of the following products also qualify for upgrade pricing. Computer Associate's Software Distribution Option (SDO), HP OpenView for Windows Professional Suite, HP OpenView Network Node Manager, IBM Netfinity Manager, LANDesk Management Suite, Novadigm Radia Management Suite, Tivoli IT Director, Microsoft System Management Server (SMS).

Product Description	Class	Part Number	US Dollar	Local Currency EUR
Media				
ZENworks for Servers 3 Software Media Kit (128+ bit) e-License English	e	878-000080-001	$15.00	18.00
ZENworks for Servers 3 Software Media Kit English	1	892-000156-001	$35.00	41.00
New				
ZENworks for Servers 3 & Prior 1-User e-License	e	LIC-005663-001	$59.00	69.00
ZENworks for Servers 3 & Prior Server e-License	e	LIC-005664-001	$3,000.00	3510.00
Upgrade				
Upgrade ZENworks for Servers 3 & Prior 1-User e-License	e	LIC-005663-003	$31.00	36.00
Upgrade ZENworks for Servers 3 & Prior Server e-License	e	LIC-005664-003	$1,590.00	1860.00
Maintenance				
ZENworks for Servers 3 1-User Maintenance	e	MNT-005251-001	$15.00	18.00
ZENworks for Servers 3 Server Maintenance	e	MNT-005252-001	$750.00	880.00

Product Description	Class	Part Number	US Dollar	Local Currency**
				EUR
Network Management (NetWare and Windows NT)				
ZENworks for Desktops 3.2				
ZENworks for Desktops 3.2 is a policy based, management tool that simplifies network administration by leveraging the directory to automate and streamline software distribution, software repair, desktop configuration, remote management and enterprise workstation operating system imaging, allowing businesses to accelerate technology transformations, securely extend networks, and increase end-user productivity.				
Media				
ZENworks for Desktops 3.2 e-Software Media Kit English, French, and German	e	878-000095-001	$15.00	18.00
Note: e-Software Media Kit contains 2 CD's - Approximate download time per CD 3.2 Minutes - Assumes a T1 Line & PII or greater processor.				
ZENworks for Desktops 3.2 Software Media Kit English, French, and German	1	892-000102-001	$35.00	41.00
New				
ZENworks for Desktops 3.2 & Prior 1-User License	e	LIC-005585-001	$69.00	81.00
Upgrade				
Upgrade ZENworks for Desktops 3.2 & Prior 1-User License	e	LIC-005585-003	$37.00	43.00
Competitive Upgrade ZENworks for Desktops 3.2 & Prior 1-User License	e	LIC-005586-003	$39.00	46.00
Maintenance				
ZENworks for Desktops 3.2 1-User Maintenance	e	MNT-005160-001	$15.00	18.00
ZENworks Starter Pack Promotion				
"ZENworks Starter Pack Promotion" now offers a promotional upgrade path to ZENworks for Desktops 4 and the ZENworks for Desktops 4 /Servers 3 Suite.				
Details:				
1. The "ZENworks Starter Pack Promotion" now adds ZENworks Starter Pack to the upgrade eligibility list of ZENworks for Desktops 4, and the ZENworks for Desktops 4 /Servers 3 Suite on a promotional basis when purchased with Full Term Upgrade protection.				
2. ZENworks Starter Pack customers may order ZENworks for Desktops 4, or the ZENworks for Desktops 4 /Servers 3 Suite at 20% off the upgrade and Full Term Upgrade protection price.				
3. The resulting offer brings the price of ZENworks for Desktops 4 and Full Term Upgrade protection from $95 to $50 per user, as well as brings the price of the ZENworks for Desktops 4 /Servers 3 Suite and Full Term Upgrade protection from $123 to $65 per user, both a 47% savings for ZENworks Starter Pack customers.				
Rules:				
1. Customers may purchase ZENworks for Desktops 4 or the ZENworks for Desktops 4 /Servers 3 Suite licenses and the associated Full Term Upgrade protection up to the number of ZENworks Starter Pack licenses currently in use. The number of licenses purchased may not exceed the number of Netware licenses they own.				
2. Customers must order an equal number of upgrade and Full Term Upgrade protection licenses to be eligible for this promotion. If a customer desires to purchase an unequal number of licenses they must purchase these additional licences using the full price SKUs.				
3. This promotion applies to the purchase of first time ZENworks for Desktops 4 or ZENworks for Desktops 4 /Servers 3 Suite licenses and to the upgrade of ZENworks Starter Pack licenses. It cannot be used to add incremental licenses to existing ZENworks for Desktops 4 or ZENworks for Desktops 4 /Servers 3 Suite pools.				
The software for the DirXML components of this product are available as free downloads from http://download.novell.com. You will need to download the DirXML software for your specific platform and the DirXML Password Synchronization software. Please refer to the documentation for these DirXML products for installation and system requirements information. These DirXML components require activation. If not activated, the DirXML components will expire 90 days after installation. For detailed information about Novell's product activation process, please visit http://www.novell.com/partners/partnerplace/epd/product_activation_basics.htm.				
Promotion end dates:				
January 15th for customers in Asia-Pacific, Canada, EMEA and Latin America.				
January 31st for customers in the United States.				
Upgrade				
Upgrade Starter Pack Promotion to ZENworks for Desktops 4 1-User e-License	e	979-000096-003	$29.00	34.00
Upgrade Starter Pack Promotion to ZENworks for Desktops 4/Servers 3 Suite 1-User e-License	e	979-000097-003	$38.00	44.00
Maintenance				
ZENworks for Desktops 4 1-User Promotion Maintenance	e	MNT-005330-001	$14.00	16.00
ZENworks for Desktops 4/Servers 3 Suite 1-User Promotion Maintenance	e	MNT-005396-001	$18.00	21.00

Master License Agreement (MLA) November 2002 Product Availability and Price List	Pricing			
Product Description	**Class**	**Part Number**	**US Dollar**	**Local Currency****
				EUR
Network Management (NetWare and Windows NT)				
Novell ZENworks OnDemand Services 2				
Novell is pleased to announce Novell ZENworks OnDemand Services 2 to all customers worldwide. Novell ZENworks OnDemand Services 2 contains updates and new features that are needed in today's changing and evolving IT world. Novell OnDemand Services 2, combined with Novell DeFrame 2.01 (ships with Novell ZENworks OnDemand 2) combines to form one powerful and unique solution that enables the immediate, controlled delivery of applications, content and Web services. Licensed on an individual NDS-user basis, ZENworks OnDemand Services identifies those users' digital persona and provides immediate access to a personalized set of applications and business information through a single interface, independent of location or system. Administrators gain multi-environment control, extending their directory investments to securely manage thin-, traditional and web-client environments. They can monitor, track and bill usage with precision, from a single point, and they gain the flexibility to change or deploy new applications and resources without disruption. As a result, organizations can simplify access, secure and manage multiple environments,				
and accelerate the deployment of applications as needs change – one more way Novell is making the vision of OneNet a reality for customers, today.				
Media				
ZENworks OnDemand Services 2 e-Software Media Kit (56 bit) English	e	878-000093-001	$15.00	18.00
Note: e-Software Media Kit contains 1 CD - Approximate download time 1.1 Minutes - Assumes a T1 Line & PII or greater processor.				
ZENworks OnDemand Services 2 Software Media Kit Strong Encryption (56 bit) English	2	892-000157-001	$35.00	41.00
New				
ZENworks OnDemand Services 2 & Prior 1-User License	e	LIC-005665-001	$79.00	92.00
Upgrade				
Upgrade to ZENworks OnDemand Services 2 & Prior 1-User License	e	LIC-005665-003	$42.00	49.00
Maintenance				
ZENworks OnDemand Services 2 1-User Maintenance	e	MNT-005255-001	$20.00	23.00
ZENworks for Desktops 4				
ZENworks for Desktops 4 provides enterprise Windows desktop lifecycle management regardless of the location of the managed PC or laptop.				
ZENworks for Desktops 4 delivers workstation and user environment management inside the firewall, outside the firewall, across the public internet, through dial-up and other slow connections or even for totally disconnected users.				
ZENworks for Desktops 4 includes Novell eDirectory and DirXML with Microsoft NT 4 domain, Active Directory and Password Synchronization drivers - allowing customers with Microsoft server, NT domain and Active Directory environments to seamlessly integrate their Desktop Management with their existing infrastructure.				
ZENworks for Desktops 4 also integrates as part of the product ZENworks Preboot Services providing total hands-off, centralized imaging of the desktop OS.				
The software for the DirXML components of this product are available as free downloads from http://download.novell.com. You will need to download the DirXML software for your specific platform and the DirXML Password Synchronization software. Please refer to the documentation for these DirXML products for installation and system requirements information. These DirXML components require activation. If not activated, the DirXML components will expire 90 days after installation. For detailed information about Novell's product activation process, please visit http://www.novell.com/partners/partnerplace/epd/product_activation_basics.htm.				
Media				
ZENworks for Desktops 4 e-Software Media Kit Strong Encryption (128+ bit) EPFGS	e	878-000091-001	$15.00	18.00
ZENworks for Desktops 4 Software Media Kit Strong Encryption (128+ bit) EPFGS	1	892-000169-001	$35.00	41.00
New				
ZENworks for Desktops 4 & Prior 1-User e-License	e	979-000079-001	$69.00	81.00
Upgrade				
Upgrade ZENworks for Desktops 4 & Prior 1-User e-License	e	979-000079-003	$37.00	43.00
Competitive Upgrade ZENworks for Desktops 4 & Prior 1-User e-License	e	979-000080-003	$46.00	54.00
Maintenance				
ZENworks for Desktops 4 1-User Maintenance	e	MNT-005329-001	$17.00	20.00

Master License Agreement (MLA) November 2002 Product Availability and Price List		Pricing		
Product Description	**Class**	**Part Number**	**US Dollar**	**Local Currency****
				EUR
Network Management (NetWare and Windows NT)				
ZENworks for Desktops/Servers Suite				
The ZENworks D/S Suite is comprised of the following ZENworks management products:				
• ZENworks for Desktops 4 – delivering internet ready, enterprise desktop management benefits for personalized application distribution, workstation management, desktop operating system imaging, enhanced desktop inventory, and fast, secure remote control.				
• ZENworks for Servers 3 – provides management policies and tiered electronic distribution for managing server content, configurations and procedures across Windows, Linux, Solaris and NetWare platforms. It also provides features previously offered in Novell ManageWise, including proactive server and infrastructure monitoring, management, inventory and troubleshooting to NetWare and NT4/Windows 2000 server environments				
The software for the DirXML components of this product are available as free downloads from http://download.novell.com. You will need to download the DirXML software for your specific platform and the DirXML Password Synchronization software. Please refer to the documentation for these DirXML products for installation and system requirements information. These DirXML components require activation. If not activated, the DirXML components will expire 90 days after installation. For detailed information about Novell's product activation process, please visit http://www.novell.com/partners/partnerplace/epd/product_activation_basics.htm.				
Media				
ZENworks for Desktops 4 Software Media Kit Strong Encryption (128+ bit) English	1	892-000169-001	$35.00	41.00
ZENworks for Desktops 4 e-Software Media Kit Strong Encryption (128+ bit) English	e	878-000091-001	$35.00	41.00
ZENworks for Servers 3 Software Media Kit English	1	892-000156-001	$35.00	41.00
ZENworks for Servers 3 Software Media Kit (128+ bit) e-Software English	e	878-000080-001	$35.00	41.00
New				
ZENworks for Desktops 4/Servers 3 Suite & Prior 1-User e-License	e	979-000071-001	$89.00	104.00
Upgrade Previous Versions to ZENworks for Desktops 4/Servers 3 Suite & Prior 1-User e-License	e	979-000071-003	$47.00	55.00
Upgrade ZFD, ZFS, or MW to ZENworks for Desktops 4/Servers 3 Suite & Prior 1-User e-License	e	979-000072-003	$47.00	55.00
Competitive Upgrade to ZENworks for Desktops 4/Servers 3 Suite & Prior 1-User e-License	e	979-000073-003	$60.00	70.00
Maintenance				
ZENworks for Desktops 4/Servers 3 Suite 1-User Maintenance	e	MNT-005331-001	$22.00	26.00
ZENworks for Handhelds 5				
ZENworks for Handhelds provides a central point of administration for handheld devices. Software distribution, hardware and software inventory, and policy management integrate with other ZENworks products through a shared console interface and eDirectory integration. With ZENworks for Handhelds, businesses can automate the management of handheld lifecycles, protect valuable corporate data found on handheld devices, and bring down the high cost of handheld support. When combined with Novell's ZENworks for Desktops, IT has the ability to manage and control their entire workforce regardless of where and when they connect!				
ZENworks for Handhelds 4.7 provided software distribution and asset inventory features in a standalone product. ZENworks for Handhelds 5 adds a powerful new policy management feature and integrates tightly with the rest of the ZENworks family.				
The software for this product is available as a free download from http://download.novell.com. This product requires activation. If not activated, this product will expire 90 days after installation. For detailed information about Novell's product activation process, please visit http://www.novell.com/partners/partnerplace/epd/product_activation_basics.htm.				
Media				
ZENworks for Handhelds 5 Software Media Kit English	2	892-000171-001	$35.00	41.00
New				
ZENworks for Handhelds 5 & Prior 1-User e-License	e	979-000126-001	$59.00	69.00
Upgrade				
Upgrade ZENworks for Handhelds 5 & Prior 1-User e-License	e	979-000126-003	$31.00	36.00
Maintenance				
ZENworks for Handhelds 5 1-User Maintenance	e	MNT-005428-001	$15.00	18.00

Product Description	Class	Part Number	US Dollar	Local Currency**
				EUR
Network Management (NetWare and Windows NT)				
ZENworks Synergy Suite 1.0/ZENworks for Desktops 4 Bundle				
Novell ZENworks for Desktops 4 is now bundled with Novell® ZENworks Synergy™ Suite 1.0.				
ZENworks Synergy Suite 1.0 fully supports ZENworks for Desktops 3.2 (ZfD3.2). Full integration of ZfD4 will be available in early 2003. ZENworks Synergy customers have the option of using either ZfD3.2 or ZfD4 without violation of their license agreement. However, only ZfD 3.2 is supported for use with ZENworks Synergy.				
The software for the DirXML components of this product are available as free downloads from http://download.novell.com. You will need to download the DirXML software for your specific platform and the DirXML Password Synchronization software. Please refer to the documentation for these DirXML products for installation and system requirements information. These DirXML components require activation. If not activated, the DirXML components will expire 90 days after installation. For detailed information about Novell's product activation process, please visit http://www.novell.com/partners/partnerplace/epd/product_activation_basics.htm.				
Note: Customers in France must ensure that they order French import approved versions of the individual products that encompass the ZENworks Synergy Suite 1.0/ZENworks for Desktops 4 Bundle.				
Media				
Novell Portal Services 1.5 e-Software Media Kit Strong Encryption (128+ bit) English	e	878-000094-001	$15.00	18.00
ZENworks OnDemand Services 2 e-Software Media Kit (56 bit) English	e	878-000093-001	$15.00	18.00
ZENworks for Desktops 3.2 e-Software Media Kit English, French, and German	e	878-000095-001	$15.00	18.00
ZENworks for Desktops 4 e-Software Media Kit English	e	878-000091-001	$15.00	18.00
Novell Portal Services 1.5 Software Media Kit Strong Encryption (128+ bit) English	1	892-000145-001	$15.00	18.00
ZENworks OnDemand Services 2 Software Media Kit Strong Encryption (56 bit) English	1	892-000157-001	$35.00	41.00
ZENworks for Desktops 3.2 Software Media Kit English, French, and German	1	892-000102-001	$35.00	41.00
ZENworks for Desktops 4 Software Media Kit English	1	892-000169-001	$35.00	41.00
New				
ZENworks Synergy Suite 1.0/ZENworks for Desktops 4 Bundle 1-User License	e	979-000098-001	$159.00	186.00
Upgrade				
Upgrade ZENworks Synergy Suite 1.0/ZENworks for Desktops 4 Bundle 1-User License	e	979-000098-003	$84.00	98.00
Upgrade from 1 Component to ZENworks Synergy Suite 1.0/ZENworks for Desktops 4 Bundle 1-User License	e	979-000101-003	$109.00	128.00
Upgrade from 2 Components to ZENworks Synergy Suite 1.0/ZENworks for Desktops 4 Bundle 1-User License	e	979-000104-003	$59.00	69.00
Maintenance				
Customers should continue to purchase mantenance for ZENworks Synergy Suite 1.0. Maintenance for ZENworks Synergy is equal to the sum of the price of the three suite products' cost of maintenance.				
Novell ZENworks Synergy				
Note: Customers in France must ensure that they order French import approved versions of the individual products that encompass the ZENworks Synergy Suite 1.0/ZENworks for Desktops 4 Bundle.				
Maintenance				
ZENworks Synergy Suite 1-User Maintenance	e	MNT-005257-001	$49.00	57.00
Protocom SecureConsole 3.4 for NetWare				
SecureConsole enhances security to the NetWare console by directory-enabling access to the server console.				
SecureConsole also includes SecureRemote, which provides a GUI interface through which remote sessions are encrypted and an administrator can launch multiple server sessions at one time.				
Media				
SecureConsole 3.4 for NetWare Software Media Kit (56 bit) English	2	892-000158-001	$35.00	41.00
New				
SecureConsole 3.4 for NetWare Server e-License	e	LIC-005666-001	$595.00	700.00
Maintenance				
SecureConsole 3.4 for NetWare Server Maintenance	e	MNT-005256-001	$150.00	175.00

Product Description	Class	Part Number	US Dollar	Local Currency**
				EUR
Web Application Development				
exteNd				
Novell exteNd is a web application development suite, with a visual environment, that simplifies and accelerates the development and deployment of interactive business solutions that leverage existing systems.				
Media*				
exteNd Developer Edition Bundle e-Software Media Kit Strong Encryption (128 bit) English	e	878-000170-001	$15.00	18.00
exteNd Enterprise Server for NT Bundle e-Software Media Kit Strong Encryption (128 bit) English	e	878-000171-001	$15.00	18.00
exteNd Enterprise Server for Solaris Bundle e-Software Media Kit Strong Encryption (128 bit) English	e	878-000172-001	$15.00	18.00
exteNd Enterprise Server for HP-UX Bundle e-Software Media Kit Strong Encryption (128 bit) English	e	878-000173-001	$15.00	18.00
exteNd Enterprise Server for Linux Bundle e-Software Media Kit Strong Encryption (128 bit) English	e	878-000174-001	$15.00	18.00
exteNd Enterprise Server for AIX Bundle e-Software Media Kit Strong Encryption (128 bit) English	e	878-000175-001	$15.00	18.00
exteNd Developer Edition Bundle Software Media Kit Strong Encryption (128 bit) English	2	892-000179-001	$35.00	41.00
exteNd Enterprise Server for NT Bundle Software Media Kit Strong Encryption (128 bit) English	2	892-000180-001	$35.00	41.00
exteNd Enterprise Server for Solaris Bundle Software Media Kit Strong Encryption (128 bit) English	2	892-000181-001	$35.00	41.00
exteNd Enterprise Server for HP-UX Bundle Software Media Kit Strong Encryption (128 bit) English	2	892-000182-001	$35.00	41.00
exteNd Enterprise Server for Linux Bundle Software Media Kit Strong Encryption (128 bit) English	2	892-000183-001	$35.00	41.00
exteNd Enterprise Server for AIX Bundle Software Media Kit Strong Encryption (128 bit) English	2	892-000184-001	$35.00	41.00
*Note: Media Includes Application Server, Director and Composer including the JDBC connector but does not include the Process Manager. Customers ordering the exteNd bundles will need to order the applicable 131 Developer or 131 Enterprise license files. For each bundled product a Application Server, Composer and Director license file will need to be ordered for the product to function.				
exteNd Application Server Developer e-License String	e	131-000998-001	$1.00	1.20
exteNd Application Server Enterprise Edition e-License String	e	131-000999-001	$1.00	1.20
exteNd Composer Developer Edition e-License String Strong Encryption (128 bit) English	e	131-001046-001	$1.00	1.20
exteNd Composer Enterprise Edition e-License String Strong Encryption (128 bit) English	e	131-001047-001	$1.00	1.20
exteNd Director Developer Edition e-License String Strong Encryption (128 bit) English	e	131-001052-001	$1.00	1.20
exteNd Director Enterprise Edition e-License String Strong Encryption (128 bit) English	e	131-001053-001	$1.00	1.20
exteNd Application Server for AIX 3.75 Edition e-License String	e	131-001077-001	$1.00	1.20
New				
exteNd Developer Edition Bundle 1-User License	e	LIC-005837-001	$1,995.00	2330.00
exteNd Enterprise Server for NT Bundle 1-CPU License	e	LIC-005838-001	$90,000.00	105000.00
exteNd Enterprise Server for Solaris Bundle 1-CPU License	e	LIC-005839-001	$90,000.00	105000.00
exteNd Enterprise Server for HP-UX Bundle 1-CPU License	e	LIC-005840-001	$90,000.00	105000.00
exteNd Enterprise Server for Linux Bundle 1-CPU License	e	LIC-005841-001	$90,000.00	105000.00
exteNd Enterprise Server for AIX Bundle 1-CPU License	e	LIC-005842-001	$90,000.00	105000.00
Maintenance				
exteNd Developer Edition Bundle 1-User Maintenance	e	MNT-005481-001	$500.00	580.00
exteNd Enterprise Server for NT Bundle 1-CPU Maintenance	e	MNT-005482-001	$22,500.00	26300.00
exteNd Enterprise Server for Solaris Bundle 1-CPU Maintenance	e	MNT-005483-001	$22,500.00	26300.00
exteNd Enterprise Server for HP-UX Bundle 1-CPU Maintenance	e	MNT-005484-001	$22,500.00	26300.00
exteNd Enterprise Server for Linux Bundle 1-CPU Maintenance	e	MNT-005485-001	$22,500.00	26300.00
exteNd Enterprise Server for AIX Bundle 1-CPU Maintenance	e	MNT-005486-001	$22,500.00	26300.00

Product Description	Class	Part Number	US Dollar	Local Currency**
				EUR
Web Application Development				
Application Server 4.0				
Novell exteNd Application Server provides the most complete foundation for building and deploying cross-platform, high performance, standards-based applications. exteNd Application Server provides a proven foundation for your enterprise applications. Enterprise application development requires a strong foundation. exteNd Application Server is a solid, field-tested platform for all your enterprise application development.				
Media*				
exteNd Workbench with Application Server Developer Edition e-Software Media Kit Strong Encryption	e	878-000159-001	$15.00	18.00
exteNd Application Server for NT Enterprise Edition e-Software Media Kit Strong Encryption (128 bit) English	e	878-000161-001	$15.00	18.00
exteNd Application Server for Solaris Enterprise Edition e-Software Media Kit Strong Encryption (128 bit) English	e	878-000162-001	$15.00	18.00
exteNd Application Server for HP-UX Enterprise Edition e-Software Media Kit Strong Encryption (128 bit) English	e	878-000163-001	$15.00	18.00
exteNd Application Server for Linux Enterprise Edition e-Software Media Kit Strong Encryption (128 bit) English	e	878-000164-001	$15.00	18.00
exteNd Application Server for AIX 3.75 Enterprise Edition e-Software Media Kit Strong Encryption (128 bit) English	e	878-000165-001	$15.00	18.00
exteNd Application Server for NT Professional Edition e-Software Media Kit Strong Encryption (128 bit) English	e	878-000189-001	$15.00	18.00
exteNd Application Server for Solaris Professional Edition e-Software Media Kit Strong Encryption (128 bit) English	e	878-000190-001	$15.00	18.00
exteNd Application Server for HP-UX Professional Edition e-Software Media Kit Strong Encryption (128 bit) English	e	878-000191-001	$15.00	18.00
exteNd Application Server for Linux Professional Edition e-Software Media Kit Strong Encryption (128 bit) English	e	878-000192-001	$15.00	18.00
exteNd Application Server for AIX 3.75 Professional Edition e-Software Media Kit Strong Encryption (128 bit) English	e	878-000193-001	$15.00	18.00
exteNd Workbench with Application Server Developer Edition Software Media Kit Strong Encryption (128	2	892-000172-001	$35.00	41.00
exteNd Application Server for NT Enterprise Edition Software Media Kit Strong Encryption (128 bit) English	2	892-000174-001	$35.00	41.00
exteNd Application Server for Solaris Enterprise Edition Software Media Kit Strong Encryption (128 bit) English	2	892-000175-001	$35.00	41.00
exteNd Application Server for HP-UX Enterprise Edition Software Media Kit Strong Encryption (128 bit) English	2	892-000176-001	$35.00	41.00
exteNd Application Server for Linux Enterprise Edition Software Media Kit Strong Encryption (128 bit) English	2	892-000177-001	$35.00	41.00
exteNd Application Server for AIX 3.75 Enterprise Edition Software Media Kit Strong Encryption (128 bit) English	2	892-000178-001	$35.00	41.00
exteNd Application Server for NT Professional Edition Software Media Kit Strong Encryption (128 bit) English	2	892-000198-001	$35.00	41.00
exteNd Application Server for Solaris Professional Edition Software Media Kit Strong Encryption (128 bit) English	2	892-000199-001	$35.00	41.00
exteNd Application Server for HP-UX Professional Edition Software Media Kit Strong Encryption (128 bit) English	2	892-000200-001	$35.00	41.00
exteNd Application Server for Linux Professional Edition Software Media Kit Strong Encryption (128 bit) English	2	892-000201-001	$35.00	41.00
exteNd Application Server for AIX 3.75 Professional Edition Software Media Kit Strong Encryption (128 bit) English	2	892-000202-001	$35.00	41.00
*Note: Customers ordering the Application Server product will also need to order the applicable 131 Application Server license for the product to function.				
exteNd Application Server Developer e-License String	e	131-000998-001	$1.00	1.20
exteNd Application Server e-License String	e	131-000999-001	$1.00	1.20
exteNd Application Server for AIX 3.75 Edition e-License String	e	131-001077-001	$1.00	1.20
New				
exteNd Workbench with Application Server Developer Edition License	e	LIC-005789-001	$495.00	580.00
exteNd Application Server for NT Enterprise Edition 1-CPU License	e	LIC-005790-001	$10,000.00	11700.00
exteNd Application Server for Solaris Enterprise Edition 1-CPU License	e	LIC-005791-001	$10,000.00	11700.00
exteNd Application Server for HP-UX Enterprise Edition 1-CPU License	e	LIC-005792-001	$10,000.00	11700.00
exteNd Application Server for Linux Enterprise Edition 1-CPU License	e	LIC-005793-001	$10,000.00	11700.00
exteNd Application Server for AIX Enterprise Edition 1-CPU License	e	LIC-005794-001	$10,000.00	11700.00
exteNd Application Server for NT Professional Edition 1-CPU License	e	LIC-005795-001	$5,000.00	5800.00
exteNd Application Server for Solaris Professional Edition 1-CPU License	e	LIC-005796-001	$5,000.00	5800.00
exteNd Application Server for HP-UX Professional Edition 1-CPU License	e	LIC-005797-001	$5,000.00	5800.00
exteNd Application Server for Linux Professional Edition 1-CPU License	e	LIC-005798-001	$5,000.00	5800.00
exteNd Application Server for AIX Professional Edition 1-CPU License	e	LIC-005799-001	$5,000.00	5800.00
Maintenance				
exteNd Workbench with Application Server Developer Edition Maintenance	e	MNT-005433-001	$125.00	146.00
exteNd Application Server for NT Enterprise Edition 1-CPU Maintenance	e	MNT-005434-001	$2,500.00	2920.00
exteNd Application Server for Solaris Enterprise Edition 1-CPU Maintenance	e	MNT-005435-001	$2,500.00	2920.00
exteNd Application Server for HP-UX Enterprise Edition 1-CPU Maintenance	e	MNT-005436-001	$2,500.00	2920.00
exteNd Application Server for Linux Enterprise Edition 1-CPU Maintenance	e	MNT-005437-001	$2,500.00	2920.00
exteNd Application Server for AIX Enterprise Edition 1-CPU Maintenance	e	MNT-005438-001	$2,500.00	2920.00
exteNd Application Server for NT Professional Edition 1-CPU Maintenance	e	MNT-005439-001	$1,250.00	1460.00
exteNd Application Server for Solaris Professional Edition 1-CPU Maintenance	e	MNT-005440-001	$1,250.00	1460.00
exteNd Application Server for HP-UX Professional Edition 1-CPU Maintenance	e	MNT-005441-001	$1,250.00	1460.00
exteNd Application Server for Linux Professional Edition 1-CPU Maintenance	e	MNT-005442-001	$1,250.00	1460.00
exteNd Application Server for AIX Professional Edition 1-CPU Maintenance	e	MNT-005443-001	$1,250.00	1460.00

Master License Agreement (MLA) November 2002 Product Availability and Price List		Pricing		
Product Description	Class	Part Number	US Dollar	Local Currency**
				EUR

Web Application Development

Director Enterprise 4.0

An interaction and portal server that enables IT organizations to rapidly deliver and easily maintain rich, personalized web applications. Using Director's development environment and interaction services, developers can rapidly build J2EE-based portal applications that consolidate information from different sources and deliver relevant views to key business users. Director's interaction services include personalization, content management, user profiling, workflow, rules, security, and wireless device support that enable the design and scalable operation of dynamic business applications.

	Class	Part Number	US Dollar	EUR
Media*				
exteNd Director Developer Edition e-Software Media Kit Strong Encryption (128 bit) English	e	878-000182-001	$15.00	18.00
exteNd Director Enterprise Edition for NT e-Software Media Kit Strong Encryption (128 bit) English	e	878-000183-001	$15.00	18.00
exteNd Director Enterprise Edition for Solaris e-Software Media Kit Strong Encryption (128 bit) English	e	878-000184-001	$15.00	18.00
exteNd Director Enterprise Edition for HP-UX e-Software Media Kit Strong Encryption (128 bit) English	e	878-000185-001	$15.00	18.00
exteNd Director Enterprise Edition for AIX 3.75 e-Software Media Kit Strong Encryption (128 bit) English	e	878-000187-001	$15.00	18.00
exteNd Director Developer Edition Software Media Kit Strong Encryption (128 bit) English	2	892-000191-001	$35.00	41.00
exteNd Director Enterprise Edition for NT Software Media Kit Strong Encryption (128 bit) English	2	892-000192-001	$35.00	41.00
exteNd Director Enterprise Edition for Solaris Software Media Kit Strong Encryption (128 bit) English	2	892-000193-001	$35.00	41.00
exteNd Director Enterprise Edition for HP-UX Software Media Kit Strong Encryption (128 bit) English	2	892-000194-001	$35.00	41.00
exteNd Director Enterprise Edition for AIX 3.75 Software Media Kit Strong Encryption (128 bit) English	2	892-000196-001	$35.00	41.00
***Note: Customers ordering the Director product will also need to order the applicable 131 Application Server license for the product to function.**				
exteNd Director Developer Edition e-License String Strong Encryption (128 bit) English	e	131-001052-001	$1.00	1.20
exteNd Director Enterprise Edition e-License String Strong Encryption (128 bit) English	e	131-001053-001	$1.00	1.20
exteNd Application Server Developer e-License String	e	131-000998-001	$1.00	1.20
exteNd Application Server Enterprise Edition e-License String	e	131-000999-001	$1.00	1.20
exteNd Application Server for AIX 3.75 Edition e-License String	e	131-001077-001	$1.00	1.20
New				
exteNd Director Developer Edition 1-User License	e	LIC-005849-001	$1,295.00	1520.00
exteNd Director Enterprise Edition for NT 1-CPU License	e	LIC-005850-001	$60,000.00	70000.00
exteNd Director Enterprise Edition for Solaris 1-CPU License	e	LIC-005851-001	$60,000.00	70000.00
exteNd Director Enterprise Edition for HP-UX 1-CPU License	e	LIC-005852-001	$60,000.00	70000.00
exteNd Director Enterprise Edition for AIX 1-CPU License	e	LIC-005854-001	$60,000.00	70000.00
Maintenance				
exteNd Director Developer Edition 1-User Maintenance	e	MNT-005493-001	$325.00	380.00
exteNd Director Enterprise Edition for NT 1-CPU Maintenance	e	MNT-005494-001	$15,000.00	17500.00
exteNd Director Enterprise Edition for Solaris 1-CPU Maintenance	e	MNT-005495-001	$15,000.00	17500.00
exteNd Director Enterprise Edition for HP-UX 1-CPU Maintenance	e	MNT-005496-001	$15,000.00	17500.00
exteNd Director Enterprise Edition for AIX 1-CPU Maintenance	e	MNT-005498-001	$15,000.00	17500.00

Composer Enterprise 4.0

Novell exteNd Composer is an award winning integration technology for transforming existing information systems into powerful Web Services. exteNd Composer combines the flexibility and openness of XML with the power of market-leading J2EE application servers to give you a unified, standards-based solution for connecting your mission-critical transactions with new Web applications, augmenting your existing EDI exchange technologies, and optimizing information flows among your internal systems.

	Class	Part Number	US Dollar	EUR
Media*				
exteNd Composer Developer Edition e-Software Media Kit Strong Encryption (128 bit) English	e	878-000176-001	$15.00	18.00
exteNd Composer Enterprise Edition for NT e-Software Media Kit Strong Encryption (128 bit) English	e	878-000177-001	$15.00	18.00
exteNd Composer Enterprise Edition for Solaris e-Software Media Kit Strong Encryption (128 bit) English	e	878-000178-001	$15.00	18.00
exteNd Composer Enterprise Edition for HP-UX e-Software Media Kit Strong Encryption (128 bit) English	e	878-000179-001	$15.00	18.00
exteNd Composer Enterprise Edition for AIX e-Software Media Kit Strong Encryption (128 bit) English	e	878-000181-001	$15.00	18.00
exteNd Composer Developer Edition Software Media Kit Strong Encryption (128 bit) English	2	892-000185-001	$35.00	41.00
exteNd Composer Enterprise Edition for NT Software Media Kit Strong Encryption (128 bit) English	2	892-000186-001	$35.00	41.00
exteNd Composer Enterprise Edition for Solaris Software Media Kit Strong Encryption (128 bit) English	2	892-000187-001	$35.00	41.00
exteNd Composer Enterprise Edition for HP-UX Software Media Kit Strong Encryption (128 bit) English	2	892-000188-001	$35.00	41.00
exteNd Composer Enterprise Edition for AIX Software Media Kit Strong Encryption (128 bit) English	2	892-000190-001	$35.00	41.00
***Note: Customers ordering the Composer product will also need to order the applicable 131 Application Server license for the product to function.**				
exteNd Composer Developer Edition e-License String Strong Encryption (128 bit) English	e	131-001046-001	$1.00	1.20
exteNd Composer Enterprise Edition e-License String Strong Encryption (128 bit) English	e	131-001047-001	$1.00	1.20
exteNd Application Server Developer e-License String	e	131-000998-001	$1.00	1.20
exteNd Application Server Enterprise Edition e-License String	e	131-000999-001	$1.00	1.20
exteNd Application Server for AIX 3.75 Edition e-License String	e	131-001077-001	$1.00	1.20
New				
exteNd Composer Developer Edition 1-User License	e	LIC-005843-001	$995.00	1160.00
exteNd Composer Enterprise Edition for NT 1-CPU License	e	LIC-005844-001	$40,000.00	46800.00
exteNd Composer Enterprise Edition for Solaris 1-CPU License	e	LIC-005845-001	$40,000.00	46800.00
exteNd Composer Enterprise Edition for HP-UX 1-CPU License	e	LIC-005846-001	$40,000.00	46800.00
exteNd Composer Enterprise Edition for AIX 1-CPU License	e	LIC-005848-001	$40,000.00	46800.00

Master License Agreement (MLA) November 2002 Product Availability and Price List	Pricing		
Product Description	Class	Part Number	US Dollar	Local Currency**

Product Description	Class	Part Number	US Dollar	Local Currency**
				EUR
Web Application Development				
Composer Enterprise 4.0 (continued from previous page)				
Maintenance				
exteNd Composer Developer Edition 1-User Maintenance	e	MNT-005487-001	$250.00	292.00
exteNd Composer Enterprise Edition for NT 1-CPU Maintenance	e	MNT-005488-001	$10,000.00	11700.00
exteNd Composer Enterprise Edition for Solaris 1-CPU Maintenance	e	MNT-005489-001	$10,000.00	11700.00
exteNd Composer Enterprise Edition for HP-UX 1-CPU Maintenance	e	MNT-005490-001	$10,000.00	11700.00
exteNd Composer Enterprise Edition for AIX 1-CPU Maintenance	e	MNT-005492-001	$10,000.00	11700.00
Composer Connectors 4.0				
Media				
exteNd Composer Telnet Connector e-License String	e	131-001016-001	$1.00	1.20
exteNd Composer JMS Connector e-License String	e	131-001017-001	$1.00	1.20
exteNd Composer 3270 Connector e-License String	e	131-001018-001	$1.00	1.20
exteNd Composer 5250 Connector e-License String	e	131-001019-001	$1.00	1.20
exteNd Composer CICS RPC Connector e-License String	e	131-001020-001	$1.00	1.20
exteNd Composer HTML Connector e-License String	e	131-001021-001	$1.00	1.20
exteNd Composer EDI Connector e-License String	e	131-001022-001	$1.00	1.20
exteNd Composer SAP Connector e-License String	e	131-001023-001	$1.00	1.20
exteNd Composer Telnet Connector Developer Edition e-License String	e	131-001032-001	$1.00	1.20
exteNd Composer JMS Connector Developer Edition e-License String	e	131-001033-001	$1.00	1.20
exteNd Composer 3270 Connector Developer Edition e-License String	e	131-001034-001	$1.00	1.20
exteNd Composer 5250 Connector Developer Edition e-License String	e	131-001035-001	$1.00	1.20
exteNd Composer CICS RPC Connector Developer Edition e-License String	e	131-001036-001	$1.00	1.20
exteNd Composer HTML Connector Developer Edition e-License String	e	131-001037-001	$1.00	1.20
exteNd Composer EDI Connector Developer Edition e-License String	e	131-001038-001	$1.00	1.20
exteNd Composer SAP Connector Developer Edition e-License String	e	131-001039-001	$1.00	1.20
New				
exteNd Composer Telnet Connector 1-CPU License	e	LIC-005813-001	$15,000.00	17500.00
exteNd Composer JMS Connector 1-CPU License	e	LIC-005814-001	$15,000.00	17500.00
exteNd Composer 3270 Connector 1-CPU License	e	LIC-005815-001	$15,000.00	17500.00
exteNd Composer 5250 Connector 1-CPU License	e	LIC-005816-001	$15,000.00	17500.00
exteNd Composer CICS RPC Connector 1-CPU License	e	LIC-005817-001	$15,000.00	17500.00
exteNd Composer HTML Connector 1-CPU License	e	LIC-005818-001	$15,000.00	17500.00
exteNd Composer EDI Connector 1-CPU License	e	LIC-005819-001	$15,000.00	17500.00
exteNd Composer SAP Connector 1-CPU License	e	LIC-005820-001	$15,000.00	17500.00
exteNd Composer Telnet Connector Developer Edition 1-User License	e	LIC-005821-001	$99.00	116.00
exteNd Composer JMS Connector Developer Edition 1-User License	e	LIC-005822-001	$99.00	116.00
exteNd Composer 3270 Connector Developer Edition 1-User License	e	LIC-005823-001	$99.00	116.00
exteNd Composer 5250 Connector Developer Edition 1-User License	e	LIC-005824-001	$99.00	116.00
exteNd Composer CICS RPC Connector Developer Edition 1-User License	e	LIC-005825-001	$99.00	116.00
exteNd Composer HTML Connector Developer Edition 1-User License	e	LIC-005826-001	$99.00	116.00
exteNd Composer EDI Connector Developer Edition 1-User License	e	LIC-005827-001	$99.00	116.00
exteNd Composer SAP Connector Developer Edition 1-User License	e	LIC-005828-001	$99.00	116.00
Maintenance				
exteNd Composer Telnet Connector 1-CPU Maintenance	e	MNT-005457-001	$3,750.00	4390.00
exteNd Composer JMS Connector 1-CPU Maintenance	e	MNT-005458-001	$3,750.00	4390.00
exteNd Composer 3270 Connector 1-CPU Maintenance	e	MNT-005459-001	$3,750.00	4390.00
exteNd Composer 5250 Connector 1-CPU Maintenance	e	MNT-005460-001	$3,750.00	4390.00
exteNd Composer CICS RPC Connector 1-CPU Maintenance	e	MNT-005461-001	$3,750.00	4390.00
exteNd Composer HTML Connector 1-CPU Maintenance	e	MNT-005462-001	$3,750.00	4390.00
exteNd Composer EDI Connector 1-CPU Maintenance	e	MNT-005463-001	$3,750.00	4390.00
exteNd Composer SAP Connector 1-CPU Maintenance	e	MNT-005464-001	$3,750.00	4390.00
exteNd Composer Telnet Connector 1-User Developer Edition Maintenance	e	MNT-005465-001	$25.00	29.00
exteNd Composer JMS Connector 1-User Developer Edition Maintenance	e	MNT-005466-001	$25.00	29.00
exteNd Composer 3270 Connector 1-User Developer Edition Maintenance	e	MNT-005467-001	$25.00	29.00
exteNd Composer 5250 Connector 1-User Developer Edition Maintenance	e	MNT-005468-001	$25.00	29.00
exteNd Composer CICS RPC Connector 1-User Developer Edition Maintenance	e	MNT-005469-001	$25.00	29.00
exteNd Composer HTML Connector 1-User Developer Edition Maintenance	e	MNT-005470-001	$25.00	29.00
exteNd Composer EDI Connector 1-User Developer Edition Maintenance	e	MNT-005471-001	$25.00	29.00
exteNd Composer SAP Connector 1-User Developer Edition Maintenance	e	MNT-005472-001	$25.00	29.00
exteNd Composer Process Managers 4.0				
MEDIA				
exteNd Composer Process Manager Developer Edition License String	e	131-001014-001	$1.00	1.20
exteNd Composer Process Manager Enterprise Edition License String	e	131-001015-001	$1.00	1.20
New				
exteNd Composer Process Manager Developer Edition 1-User License	e	LIC-005810-001	$99.00	116.00
exteNd Composer Process Manager Enterprise Edition 1-CPU License	e	LIC-005811-001	$20,000.00	23400.00
Maintenance				
exteNd Composer Process Manager Developer Edition Maintenance	e	MNT-005454-001	$25.00	29.00
exteNd Composer Process Manager Enterprise Edition 1-CPU Maintenance	e	MNT-005455-001	$5,000.00	5800.00

Master License Agreement (MLA) November 2002 Product Availability and Price List		Pricing		
Product Description	**Class**	**Part Number**	**US Dollar**	**Local Currency****
				EUR
Novell Customer Services				
Novell Premium Service--Americas				
Novell is pleased to announce the availability of the newly revised Premium Service program to customers in North America and Latin America. As the world's leading networking company, Novell is known for its innovative solutions that meet business-critical needs. Now, Novell Support Connection is taking service and support to a higher level with the introduction of a seven-level Premium Service program. Completely overhauled and improved to address specific customer needs and improve service offerings, the new Premium Service program is your direct support connection, providing a personalized and accessible relationship with Novell's most experienced support engineers.				
Novell has created a feature-rich Premium Service program that offers several different degrees of support for your evolving network. Every level of Premium Service delivers reliable response times, offers skilled Technical Support Engineers, and provides valuable support tools and training opportunities, including a site license for the Novell Support Connection® CD, materials to help you resolve any network problem or issue.				
Depending on the level of service you select, the following benefits are also available:				
24-hour service, seven days a week				
Access to a Service Account Manager				
Access to a Primary Support Engineer				
Access to a Dedicated Support Engineer				
Developer Notes, AppNotes™, and DeveloperNet® Professional subscriptions				
BrainShare® Passes				
For more information, visit our web site at http://services.novell.com/premium or to purchase a support contract please contact your Novell Sales Representative.				
For more information, visit our web site at http://services.novell.com/premium or to purchase a support contract please contact your Novell Sales Representative.				
Premium 100--Americas	e	051-000915-001	$5,700.00	6700.00
Premium 200--Americas	e	051-000916-001	$15,500.00	18100.00
Premium 300--Americas	e	051-000917-001	$36,000.00	42100.00
Premium 400--Americas	e	051-000918-001	$62,000.00	73000.00
Premium 500--Americas	e	051-001257-001	$96,000.00	112000.00
Premium 600--Americas	e	051-000920-001	$149,000.00	174000.00
Premium 700--Americas	e	051-000921-001	$360,000.00	421000.00
An MLA Premium Service customer may upgrade to another Premium Service level simply by paying the difference in retail price between the entitled level of service and the level to which you want to upgrade.				
Upgrade				
Premium Upgrade--Maintenance 1 & 2 to Premium 100--Americas	e	051-000863-001	$3,200.00	3740.00
Premium Upgrade--Maintenance 1 & 2 to Premium 200--Americas	e	051-000864-001	$13,000.00	15200.00
Premium Upgrade--Maintenance 1 & 2 to Premium 300--Americas	e	051-000865-001	$33,500.00	39200.00
Premium Upgrade--Maintenance 1 & 2 to Premium 400--Americas	e	051-000866-001	$59,500.00	70000.00
Premium Upgrade--Maintenance 1 & 2 to Premium 500--Americas	e	051-001267-001	$93,500.00	109000.00
Premium Upgrade--Maintenance 1 & 2 to Premium 600--Americas	e	051-000868-001	$146,500.00	171000.00
Premium Upgrade--Maintenance 1 & 2 to Premium 700--Americas	e	051-000869-001	$357,500.00	418000.00
Premium Upgrade--Premium 100 to 200--Americas	e	051-000870-001	$9,800.00	11500.00
Premium Upgrade--Premium 100 to 300--Americas	e	051-000871-001	$30,300.00	35400.00
Premium Upgrade--Premium 100 to 400--Americas	e	051-000872-001	$56,300.00	66000.00
Premium Upgrade--Premium 100 to 500--Americas	e	051-001268-001	$90,300.00	106000.00
Premium Upgrade--Premium 100 to 600--Americas	e	051-000874-001	$143,300.00	168000.00
Premium Upgrade--Premium 100 to 700--Americas	e	051-000875-001	$354,300.00	414000.00
Premium Upgrade--Premium 200 to 300--Americas	e	051-000876-001	$20,500.00	24000.00
Premium Upgrade--Premium 200 to 400--Americas	e	051-000877-001	$46,500.00	54000.00
Premium Upgrade--Premium 200 to 500--Americas	e	051-001269-001	$80,500.00	94000.00
Premium Upgrade--Premium 200 to 600--Americas	e	051-000879-001	$133,500.00	156000.00
Premium Upgrade--Premium 200 to 700--Americas	e	051-000880-001	$344,500.00	403000.00
Premium Upgrade--Premium 300 to 400--Americas	e	051-000881-001	$26,000.00	30400.00
Premium Upgrade--Premium 300 to 500--Americas	e	051-001270-001	$60,000.00	70000.00
Premium Upgrade--Premium 300 to 600--Americas	e	051-000883-001	$113,000.00	132000.00
Premium Upgrade--Premium 300 to 700--Americas	e	051-000884-001	$324,000.00	379000.00
Premium Upgrade--Premium 400 to 500--Americas	e	051-001271-001	$34,000.00	39800.00
Premium Upgrade--Premium 400 to 600--Americas	e	051-000886-001	$87,000.00	102000.00
Premium Upgrade--Premium 400 to 700--Americas	e	051-000887-001	$298,000.00	349000.00
Premium Upgrade--Premium 500 to 600--Americas	e	051-000888-001	$53,000.00	62000.00
Premium Upgrade--Premium 500 to 700--Americas	e	051-000889-001	$264,000.00	309000.00
Premium Upgrade--Premium 600 to 700--Americas	e	051-000890-001	$211,000.00	247000.00
Additional 10 Incident Pack--Americas	e	051-000922-001	$4,500.00	5300.00
Additional 5 Incident Pack--Americas	e	051-000958-001	$2,250.00	2630.00
Premium Service customers are entitled to a specific number of Technical Support				
Engineer (TSE) incidents--assistance with one issue, problem or question relating to				
the use or installation of a Novell product, regardless of the number of communications				
required. Additional incidents may be purchased in packages of five or ten and adhere				
to the response targets of your Premium 100-700 package.				
Scheduled Standby--Americas	e	051-000843-001	$1,000.00	1170.00
Emergency Scheduled Standby (Less than 48 hours advanced notice)				
--Americas	e	051-000844-001	$1,500.00	1750.00
Scheduled Standby Cancellation Fee--Americas	e	051-000923-001	$500.00	580.00
Premium Service customers may also purchase Scheduled Standby to ensure an				
experienced support engineer is standing by to exclusively assist in everything from				
routine maintenance to up dates and major system upgrades. With Scheduled				
Standby, a Premium Service engineer becomes familiar with the system and				
planned changes, advises customers on preparation and implementation, and is ready				
to assist with any unexpected problems. A guaranteed, 15-minute response time				
ensures that assistance is nearby.				

Master License Agreement (MLA) November 2002 Product Availability and Price List		Pricing		
Product Description	Class	Part Number	US Dollar	Local Currency**
				EUR
Novell Customer Services				
Novell Premium Service--Americas (continued from previous page)				
Onsite Support: Premium Support Engineer--Americas	e	051-000390-001	$2,200.00	2570.00
Novell provides customers with the option of purchasing on-site technical support when				
necessary. For each request, Novell sends the most qualified support engineer				
available. This service is billed on a per-day basis, plus associated air travel expenses.				
Additional Primary Support Engineer*--Americas	e	051-000578-001	$80,000.00	94000.00
A Primary Support Engineer (PSE) is a semi-dedicated resource that is assigned to only				
a few accounts, handling all customer support calls within his or her area of expertise.				
The PSE is available during Novell's business hours and after hours for high-severity				
issues. Think of it as having a Novell expert on staff--someone right there when you				
need them.				
Additional Dedicated Support Engineer--Americas	e	051-000576-001	$265,000.00	310000.00
Dedicated Support Engineers (DSE) are Novell's top support engineers and are				
selected based on the technical expertise required by your organization. Their primary				
function is to be an expert resource, assigned to one Premium Service customer only.				
The customer works with the DSE to solve technical issues, discuss the status of open				
incidents, or escalate incidents. The DSE is available during Novell's business hours				
or after business hours for high-severity issues.				
*Note: Additional copies of the Novell Support Connection CD are available at a discount directly to MLA Premium customers and to customers with CNE/CNI/MCNE certifications. The customer, not the reseller, must contact the fulfillment house directly to get these discounts. US and Canadian customers can get more information by calling (800) 377-4136. International customers can call (303) 297-2725. Inquiries can also be E-mailed to nsc@hibbertco.com.				
MLA customers receive a 10% discount off of the retail price on Premium Service purchases.				

Master License Agreement (MLA) November 2002 Product Availability and Price List	Pricing			
Product Description	Class	Part Number	US Dollar	Local Currency**
				EUR

Novell Customer Services

Novell Premium Services Options - EMEA

Novell is pleased to announce the availability of the newly revised Premium Service program to customers in Europe, Middle East and Africa. As the leading provider of Net services software, Novell is known for its innovative solutions that meet business-critical needs. Now, Novell Support Connection is taking service and support to a higher level with the introduction of a five-level Premium Service program. Completely overhauled and improved to address specific customer needs and improve service offerings, the new PremiumService program is your direct support connection, providing a personalized and accessible relationship with Novell's most experienced support engineers.

Novell has created a feature-rich Premium Service℠ program that offers several different degrees of support for your evolving network. Every level of Premium Service delivers reliable response times, offers skilled Technical Support Engineers, and provides valuable support tools and training opportunities, including a license for the Novell Support Connection® CD and LogicSource™ products. You have both outside technical resources and comprehensive reference materials to help you resolve any network problem or issue. Depending on the level of service you select, the following benefits are also available:

- 24-hour service, seven days a week
- Access to a Service Account Manager
- Access to a Primary Support Engineer
- Access to a Dedicated Support Engineer
- BrainShare® Passes

Determined to provide the flexibility you need in times of rapid growth, Novell has made it easy to customize your Premium Service agreement. Additional options include on-site technical support, scheduled standby support, Proactive Analysis Team Visits and individual LogicSource CD-ROMs.

For more information, visit our web site at www.novell.com/services/premium

Product Description	Class	Part Number	US Dollar	Local Currency**
Premium 1000-EMEA	e	051-001153-001	$7,000.00	8200.00
Premium 2000-EMEA	e	051-001154-001	$24,000.00	28100.00
Premium 3000-EMEA	e	051-001155-001	$50,000.00	58000.00
Premium 4000-EMEA	e	051-001156-001	$115,000.00	135000.00
Premium 5000-EMEA	e	051-001157-001	$300,000.00	351000.00
Upgrade				
Premium Upgrade-Premium 1000 to 2000-EMEA	e	051-001158-001	$17,000.00	19900.00
Premium Upgrade-Premium 1000 to 3000-EMEA	e	051-001159-001	$43,000.00	50000.00
Premium Upgrade-Premium 1000 to 4000-EMEA	e	051-001160-001	$108,000.00	126000.00
Premium Upgrade-Premium 1000 to 5000-EMEA	e	051-001161-001	$293,000.00	343000.00
Premium Upgrade-Premium 2000 to 3000-EMEA	e	051-001162-001	$26,000.00	30400.00
Premium Upgrade-Premium 2000 to 4000-EMEA	e	051-001163-001	$91,000.00	106000.00
Premium Upgrade-Premium 2000 to 5000-EMEA	e	051-001164-001	$276,000.00	323000.00
Premium Upgrade-Premium 3000 to 4000-EMEA	e	051-001165-001	$65,000.00	76000.00
Premium Upgrade-Premium 3000 to 5000-EMEA	e	051-001166-001	$250,000.00	292000.00
Premium Upgrade-Premium 4000 to 5000-EMEA	e	051-001167-001	$185,000.00	216000.00
Premium Additional 10 Incident Pack-EMEA	e	051-001168-001	$7,000.00	8200.00
Premium Additional 5 Incident Pack-EMEA	e	051-001169-001	$3,500.00	4090.00

Premium Service customers are entitled to a specific number of Technical Support Engineer (TSE) incidents--assistance with one issue, problem or question relating to the use or installation of a Novell product, regardless of the number of communications required. Additional incidents may be purchased in packages of five or ten and adhere to the response targets of your Premium 1000-5000 package.

Product Description	Class	Part Number	US Dollar	Local Currency**
Onsite Support: Proactive Analysis (+Travel Expenses)-EMEA***	e	051-000202-001	Varies***	Varies***

Proactive Analysis provides customers with an analysis of the funtionality of their network systems. A group of Premium support engineers will visit the customer site for a specified period of time to analyse and troubleshoot pre-specified configurations. The team provides the customer with a comprehensive report of the analysis including recommendations for optimisation of the customer's systems.

Product Description	Class	Part Number	US Dollar	Local Currency**
Onsite Support: Service Account Manager (+Travel Expenses)-EMEA	e	051-000168-001	$1,500.00	1750.00
Onsite Support: Premium Support Engineer (+Travel Expenses)-EMEA***	e	051-000169-001	Varies***	Varies***

Novell provides customers with the option of purchasing on-site technical support when necessary. For each request, Novell sends the most qualified support engineer available. This service is billed on a per-day basis, plus associated travel expenses.

Product Description	Class	Part Number	US Dollar	Local Currency**
Additional Primary Support Engineer - EMEA*	e	051-000170-001	$75,000.00	88000.00

A Primary Support Engineer (PSE) is a semi-dedicated resource that is assigned to only a few accounts, handling all customer support calls within his or her area of expertise. The PSE is available during Novell's business hours. Think of it as having a Novell expert on staff--someone right there when you need them.

Product Description	Class	Part Number	US Dollar	Local Currency**
Additional Dedicated Support Engineer - EMEA**	e	051-000171-001	$250,000.00	292000.00

Dedicated Support Engineers (DSE) are Novell's top support engineers and are selected based on the technical expertise required by your organization. Their primary function is to be an expert resource, assigned to one Premium Service customer only. The customer works with the DSE to solve technical issues, discuss the status of open incidents, or escalate incidents. The DSE is available during Novell's business hours.

Product Description	Class	Part Number	US Dollar	Local Currency**
Scheduled Standby - EMEA***	e	051-000257-001	Varies***	Varies***

Premium Service customers may also purchase Scheduled Standby to ensure an experienced support engineer is standing by to exclusively assist in everything from routine maintenance to up dates and major system upgrades. With Scheduled Standby, a Premium Service engineer becomes familiar with the system and planned changes, advises customers on preparation and implementation, and is ready to assist with any unexpected problems. A guaranteed, 15-minute response time ensures that assistance is nearby.

*Customer must have Premium 4000 or Premium 5000 to order.
**Customer must have Premium 5000 to order.
***For pricing details, please contat your local Novell Sales Office.

MLA Customers receive a 10% discount on Premium Service purchases.

Product Description	Class	Part Number	US Dollar	Local Currency**
				EUR
Novell Customer Services				
Novell Premium Service - Latin America				
Novell Technical Services is taking service and support to a higher level with the introduction of a five-level program - completely overhauled and improved to address specific customer needs and improve service offerings. CLA / VLA customers qualify for 5% discount on these programs and optional services.				
As the worlds leading networking company, Novell is known for its innovative solutions that meet business-critical needs. Premium Service from Novell is your direct support connection-providing a personalized and accessible relationship with Novell's most experienced support engineers.				
Premium 1000 - Latin America	e	051-001479-001	$4,000	4680.00
Premium 2000 - Latin America	e	051-001483-001	$10,000	11700.00
Premium 3000 - Latin America	e	051-001487-001	$26,000	30400.00
Premium 4000 - Latin America	e	051-001491-001	$56,500	66000.00
Premium 5000 - Latin America	e	051-001495-001	$155,000	181000.00
Premium Upgrade--Maintenance 1 & 2 to Premium 1000--Latin America	e	051-001497-001	$1,500	1750.00
Premium Upgrade--Maintenance 1 & 2 to Premium 2000--Latin America	e	051-001498-001	$7,500	8800.00
Premium Upgrade--Maintenance 1 & 2 to Premium 3000--Latin America	e	051-001499-001	$23,500	27500.00
Premium Upgrade--Maintenance 1 & 2 to Premium 4000--Latin America	e	051-001500-001	$54,000	63000.00
Premium Upgrade--Maintenance 1 & 2 to Premium 5000--Latin America	e	051-001501-001	$152,500	178000.00
Premium Upgrade--Maintenance Premium 1000 to Premium 2000--Latin America	e	051-001502-001	$6,000	7000.00
Premium Upgrade--Maintenance Premium 1000 to Premium 3000--Latin America	e	051-001503-001	$22,000	25700.00
Premium Upgrade--Maintenance Premium 1000 to Premium 4000--Latin America	e	051-001504-001	$52,500	61000.00
Premium Upgrade--Maintenance Premium 1000 to Premium 5000--Latin America	e	051-001505-001	$151,000	177000.00
Premium Upgrade--Maintenance Premium 2000 to Premium 3000--Latin America	e	051-001506-001	$16,000	18700.00
Premium Upgrade--Maintenance Premium 2000 to Premium 4000--Latin America	e	051-001507-001	$46,500	54000.00
Premium Upgrade--Maintenance Premium 2000 to Premium 5000--Latin America	e	051-001508-001	$145,000	170000.00
Premium Upgrade--Maintenance Premium 3000 to Premium 4000--Latin America	e	051-001509-001	$30,500	35700.00
Premium Upgrade--Maintenance Premium 3000 to Premium 5000--Latin America	e	051-001510-001	$129,000	151000.00
Premium Upgrade--Maintenance Premium 4000 to Premium 5000--Latin America	e	051-001511-001	$98,500	115000.00
Premium Additional 10 Incident Pack - Latin America	e	051-001514-001	$3,800	4450.00
Premium Additional 5 Incident Pack - Latin America	e	051-001518-001	$2,000	2340.00
Onsite Support: Proactive Analysis (+ Travel Expenses) - Latin America	e	051-001522-001	Varies	Varies
Onsite Support: Service Account Manager (+ Travel Expenses) - Latin America	e	051-001526-001	Varies	Varies
Onsite Support: Premium Support Engineer (+ Travel Expenses) - Latin America	e	051-001530-001	$1,889	2210.00
Additional Primary Support Engineer - Latin America	e	051-001534-001	$44,000	51000.00
Additional Dedicated Support Engineer - Latin America	e	051-001538-001	$130,000	152000.00
Scheduled Standby - Latin America	e	051-001542-001	Varies	Varies
Additional 8 Hour Time Block - Latin America	e	051-001546-001	$1,000	1170.00
MLA Customers receive a 10% discount on Premium Service purchases.				
Novell Premium Service - Asia Pacific				
Novell Technical Services is taking service and support to a higher level with the introduction of a five-level program - completely overhauled and improved to address specific customer needs and improve service offerings. Existing Premium Service customers will be transitioned to the new program as their current agreement expires. MLA customers qualify for program levels based on paid maintenance. They also qualify for 10% discount on optional services.				
As the worlds leading networking company, Novell is known for its innovative solutions that meet business-critical needs. Premium Service from Novell is your direct support connection-providing a personalized and accessible relationship with Novell's most experienced support engineers.				
For more information, visit our web site at http://www.novell.com/services/premium/ or to purchase a support contract please contact your Novell Sales Representative.				
Zone 1: Australia, New Zealand, Singapore, Hong Kong, South Korea, Taiwan				
Premium 1000 - Asia Pacific	e	051-001550-001	$3,500.00	4090.00
Premium 2000 - Asia Pacific	e	051-001554-001	$12,000.00	14000.00
Premium 3000 - Asia Pacific	e	051-001558-001	$30,000.00	35100.00
Premium 4000 - Asia Pacific	e	051-001562-001	$70,000.00	82000.00
Premium 5000 - Asia Pacific	e	051-001566-001	$180,000.00	211000.00
Premium Upgrade--Maintenance 1 & 2 to Premium 1000--Asia Pacific	e	051-001568-001	$1,000.00	1170.00
Premium Upgrade--Maintenance 1 & 2 to Premium 2000--Asia Pacific	e	051-001569-001	$9,500.00	11100.00
Premium Upgrade--Maintenance 1 & 2 to Premium 3000--Asia Pacific	e	051-001570-001	$27,500.00	32200.00
Premium Upgrade--Maintenance 1 & 2 to Premium 4000--Asia Pacific	e	051-001571-001	$67,500.00	79000.00
Premium Upgrade--Maintenance 1 & 2 to Premium 5000--Asia Pacific	e	051-001572-001	$177,500.00	208000.00
Premium Upgrade--Maintenance Premium 1000 to Premium 2000--Asia Pacific	e	051-001573-001	$8,500.00	9900.00
Premium Upgrade--Maintenance Premium 1000 to Premium 3000--Asia Pacific	e	051-001574-001	$26,500.00	31000.00
Premium Upgrade--Maintenance Premium 1000 to Premium 4000--Asia Pacific	e	051-001575-001	$66,500.00	78000.00
Premium Upgrade--Maintenance Premium 1000 to Premium 5000--Asia Pacific	e	051-001576-001	$176,500.00	206000.00
Premium Upgrade--Maintenance Premium 2000 to Premium 3000--Asia Pacific	e	051-001577-001	$18,000.00	21100.00
Premium Upgrade--Maintenance Premium 2000 to Premium 4000--Asia Pacific	e	051-001578-001	$58,000.00	68000.00
Premium Upgrade--Maintenance Premium 2000 to Premium 5000--Asia Pacific	e	051-001579-001	$168,000.00	197000.00
Premium Upgrade--Maintenance Premium 3000 to Premium 4000--Asia Pacific	e	051-001580-001	$40,000.00	46800.00
Premium Upgrade--Maintenance Premium 3000 to Premium 5000--Asia Pacific	e	051-001581-001	$150,000.00	175000.00
Premium Upgrade--Maintenance Premium 4000 to Premium 5000--Asia Pacific	e	051-001582-001	$110,000.00	129000.00
Premium Additional 10 Incident Pack - Asia Pacific	e	051-001585-001	$3,100.00	3630.00
Premium Additional 5 Incident Pack - Asia Pacific	e	051-001589-001	$1,600.00	1870.00
Onsite Support: Proactive Analysis (+ Travel Expenses) - Asia Pacific	e	051-001593-001	Varies	Varies
Onsite Support: Premium Support Engineer (+ Travel Expenses) - Asia Pacific	e	051-001601-001	Varies	Varies
Additional Primary Support Engineer - Asia Pacific	e	051-001605-001	$60,000.00	70000.00
Additional Dedicated Support Engineer - Asia Pacific	e	051-001609-001	$160,000.00	187000.00
Scheduled Standby - Asia Pacific	e	051-001613-001	Varies	Varies
Additional 8 Hour Time Block - Asia Pacific	e	051-001617-001	$1,000.00	1170.00
MLA Customers receive a 10% discount on Premium Service purchases.				

Product Description	Class	Part Number	US Dollar	Local Currency**
				EUR
Novell Customer Services				
Novell Premium Service - Asia Pacific (continued from previous page)				
Zone 2: Malaysia, Thailand, Philippines, Indonesia, China				
Premium 1000 - Asia Pacific	e	051-001621-001	$3,500	4090.00
Premium 2000 - Asia Pacific	e	051-001625-001	$12,000	14000.00
Premium 3000 - Asia Pacific	e	051-001629-001	$25,000	29200.00
Premium 4000 - Asia Pacific	e	051-001633-001	$55,000	64000.00
Premium 5000 - Asia Pacific	e	051-001637-001	$135,000	158000.00
Premium Upgrade--Maintenance 1 & 2 to Premium 1000--Asia Pacific	e	051-001639-001	$1,000	1170.00
Premium Upgrade--Maintenance 1 & 2 to Premium 2000--Asia Pacific	e	051-001640-001	$9,500	11100.00
Premium Upgrade--Maintenance 1 & 2 to Premium 3000--Asia Pacific	e	051-001641-001	$22,500	26300.00
Premium Upgrade--Maintenance 1 & 2 to Premium 4000--Asia Pacific	e	051-001642-001	$52,500	61000.00
Premium Upgrade--Maintenance 1 & 2 to Premium 5000--Asia Pacific	e	051-001643-001	$132,500	155000.00
Premium Upgrade--Maintenance Premium 1000 to Premium 2000--Asia Pacific	e	051-001644-001	$8,500	9900.00
Premium Upgrade--Maintenance Premium 1000 to Premium 3000--Asia Pacific	e	051-001645-001	$21,500	25200.00
Premium Upgrade--Maintenance Premium 1000 to Premium 4000--Asia Pacific	e	051-001646-001	$51,500	60000.00
Premium Upgrade--Maintenance Premium 1000 to Premium 5000--Asia Pacific	e	051-001647-001	$131,500	154000.00
Premium Upgrade--Maintenance Premium 2000 to Premium 3000--Asia Pacific	e	051-001648-001	$13,000	15200.00
Premium Upgrade--Maintenance Premium 2000 to Premium 4000--Asia Pacific	e	051-001649-001	$43,000	50000.00
Premium Upgrade--Maintenance Premium 2000 to Premium 5000--Asia Pacific	e	051-001650-001	$123,000	144000.00
Premium Upgrade--Maintenance Premium 3000 to Premium 4000--Asia Pacific	e	051-001651-001	$30,000	35100.00
Premium Upgrade--Maintenance Premium 3000 to Premium 5000--Asia Pacific	e	051-001652-001	$110,000	129000.00
Premium Upgrade--Maintenance Premium 4000 to Premium 5000--Asia Pacific	e	051-001653-001	$80,000	94000.00
Onsite Support: Proactive Analysis (+ Travel Expenses) - Asia Pacific	e	051-001656-001	Varies	Varies
Onsite Support: Premium Support Engineer (+ Travel Expenses) - Asia Pacific	e	051-001664-001	Varies	Varies
Additional Primary Support Engineer - Asia Pacific	e	051-001668-001	$35,000	40900.00
Additional Dedicated Support Engineer - Asia Pacific	e	051-001672-001	$95,000	111000.00
Scheduled Standby - Asia Pacific	e	051-001676-001	Varies	Varies
Additional 8 Hour Time Block - Asia Pacific	e	051-001680-001	$1,000	1170.00
MLA Customers receive a 10% discount on Premium Service purchases.				
Premium Service - Canada				
Novell Technical Services is taking service and support to a higher level with the introduction of a five-level program - completely overhauled and improved to address specific customer needs and improve service offerings. CLA customers qualify for 5% discount on these optional services.				
As the worlds leading networking company, Novell is known for its innovative solutions that meet business-critical needs. Premium Service from Novell is your direct support connection-providing a personalized and accessible relationship with Novell's most experienced support engineers.				
For more information, visit our web site at http://www.novell.com/services/premium/ or to purchase a support contract please contact your Novell Sales Representative.				
Premium 1000 - Canada	e	051-001860-001	$5,700.00	6700.00
Premium 2000 - Canada	e	051-001864-001	$15,500.00	18100.00
Premium 3000 - Canada	e	051-001868-001	$39,000.00	45600.00
Premium 4000 - Canada	e	051-001872-001	$120,000.00	140000.00
Premium 5000 - Canada	e	051-001876-001	$265,000.00	310000.00
Premium Upgrade--Maintenance 1 & 2 to Premium 1000--Canada	e	051-001878-001	$3,200.00	3740.00
Premium Upgrade--Maintenance 1 & 2 to Premium 2000--Canada	e	051-001879-001	$13,000.00	15200.00
Premium Upgrade--Maintenance 1 & 2 to Premium 3000--Canada	e	051-001880-001	$36,500.00	42700.00
Premium Upgrade--Maintenance 1 & 2 to Premium 4000--Canada	e	051-001881-001	$117,500.00	137000.00
Premium Upgrade--Maintenance 1 & 2 to Premium 5000--Canada	e	051-001882-001	$262,500.00	307000.00
Premium Upgrade--Maintenance Premium 1000 to Premium 2000--Canada	e	051-001883-001	$9,800.00	11500.00
Premium Upgrade--Maintenance Premium 1000 to Premium 3000--Canada	e	051-001884-001	$33,300.00	39000.00
Premium Upgrade--Maintenance Premium 1000 to Premium 4000--Canada	e	051-001885-001	$114,300.00	134000.00
Premium Upgrade--Maintenance Premium 1000 to Premium 5000--Canada	e	051-001886-001	$259,300.00	303000.00
Premium Upgrade--Maintenance Premium 2000 to Premium 3000--Canada	e	051-001887-001	$23,500.00	27500.00
Premium Upgrade--Maintenance Premium 2000 to Premium 4000--Canada	e	051-001888-001	$104,500.00	122000.00
Premium Upgrade--Maintenance Premium 2000 to Premium 5000--Canada	e	051-001889-001	$249,500.00	292000.00
Premium Upgrade--Maintenance Premium 3000 to Premium 4000--Canada	e	051-001891-001	$81,000.00	95000.00
Premium Upgrade--Maintenance Premium 3000 to Premium 5000--Canada	e	051-001892-001	$226,000.00	264000.00
Premium Upgrade--Maintenance Premium 4000 to Premium 5000--Canada	e	051-001893-001	$145,000.00	170000.00
Premium Additional 10 Incident Pack - Canada	e	051-001896-001	$4,500.00	5300.00
MLA Customers receive a 10% discount on Premium Service purchases.				

Master License Agreement (MLA) November 2002 Product Availability and Price List		Pricing		
Product Description	**Class**	**Part Number**	**US Dollar**	**Local Currency****
				EUR
Novell Customer Services				
Net Solutions Support - Americas				
As the leading provider of Net services software, Novell is known for its innovative solutions that meet business-critical needs. With the introduction of Net Solutions Support, Novell now has a complete end-to-end solution for customised solutions involving eDirectory, DirXML, iChain, or Portal Services.				
Designed with customer input, Net Solutions Support provides customers both large and small with the assurance that their Net services solution receives the highest level of personalized and custom support available.				
Net Solutions 4-Star to 5-Star Upgrade	e	051-001003-001	$225,000	263000.00
Net Solutions 3-Star to 4-Star Upgrade	e	051-001004-001	$65,000	76000.00
Net Solutions 3-Star to 5-Star Upgrade	e	051-001005-001	$290,000	339000.00
Net Solutions 2-Star to 3-Star Upgrade	e	051-001006-001	$40,000	46800.00
Net Solutions 2-Star to 4-Star Upgrade	e	051-001007-001	$105,000	123000.00
Net Solutions 2-Star to 5-Star Upgrade	e	051-001008-001	$330,000	386000.00
5-Star Solution Support Lead; NSM, Dedicated on-site or Novell corporate-based	e	051-001021-001	$349,000	408000.00
4-Star Solution Support Lead; SSE 1:3	e	051-001033-001	$124,000	145000.00
3-Star Solution Support Lead; SSE 1:7	e	051-001046-001	$59,000	69000.00
2-Star Remote Solution Review; Solution Support Team Incidents (15)	e	051-001058-001	$19,000	22200.00
On-site Support - 1 day	e	051-001070-001	$2,200	2570.00
On-site Solution Support Lead - 1 Week	e	051-001082-001	$10,000	11700.00
Remote Solution Support Lead - 1 Day	e	051-001094-001	$1,500	1750.00
Remote Solution Support Lead - 1 Week	e	051-001106-001	$6,000	7000.00
Incident 5 Pack	e	051-001118-001	$3,250	3800.00
Solution Support Engineer (SSE) - 1:3	e	051-001130-001	$99,000	116000.00
Net Solutions Manager (NSM) - Additional Dedicated	e	051-001141-001	$295,000	345000.00
Solution Support Engineer (SSE) 1:7	e	051-001272-001	$45,000	53000.00
Additional 8 hours of Solution Support Engineer time - Americas	e	051-001284-001	$1,500	1750.00
MLA Customers receive a 10% discount on Net Solutions Support purchases.				
Net Solutions Support - EMEA				
As the leading provider of Net services software, Novell is known for its innovative solutions that meet business-critical needs. With the introduction of Net Solutions Support, Novell now has a complete end-to-end solution for customised solutions involving eDirectory, DirXML, iChain, or Portal Services.				
Designed with customer input, Net Solutions Support provides customers both large and small with the assurance that their Net services solution receives the highest level of personalized and custom support available.				
Premium 3000 NS - EMEA	e	051-001309-001	$61,000	71000.00
Premium 4000 NS - EMEA	e	051-001310-001	$124,000	145000.00
Premium 5000 NS - EMEA	e	051-001311-001	$330,000	386000.00
On-site Solution Support Lead 1 Week – EMEA	e	051-001315-001	$11,000	12900.00
Solution Support Engineer 1:7 - EMEA	e	051-001319-001	$45,000	53000.00
Solution Support Engineer 1:3 - EMEA	e	051-001323-001	$99,000	116000.00
Net Solutions Engineer (Dedicated) – EMEA*	e	051-001327-001	$295,000	345000.00
Additional 8 hours of Solution Support Engineer time - EMEA	e	051-001331-001	$1,500	1750.00
*Requires Premium 4000, 5000 or Premium 4000 NS or Premium 5000 NS				
MLA Customers receive a 10% discount on Net Solutions Support purchases.				

Product Description	Class	Part Number	US Dollar	Local Currency**
				EUR
Novell Customer Services				
Net Solutions Support - Asia Pacific				
As the leading provider of Net services software, Novell is known for its innovative solutions that meet business-critical needs. With the introduction of Net Solutions Support, Novell now has a complete end-to-end solution for customised solutions involving eDirectory, DirXML, iChain, or Portal Services.				
Designed with customer input, Net Solutions Support provides customers both large and small with the assurance that their Net services solution receives the highest level of personalized and custom support available.				
Zone 1: Australia, New Zealand, Singapore, Hong Kong, South Korea, Taiwan				
5-Star Solution Support Lead; NSM, Dedicated on-site or Novell corporate based APAC	e	051-001367-001	$180,000.00	211000.00
4-Star Solution Support Lead; SSE 1:3 APAC	e	051-001371-001	$70,000.00	82000.00
3-Star Solution Support Lead; SSE 1:7 APAC	e	051-001375-001	$30,000.00	35100.00
2-Star Remote Solution Review; Solution Support Team Incidents (15) APAC	e	051-001379-001	$19,000.00	22200.00
On-site Support - 1 Day APAC	e	051-001383-001	$1,800.00	2110.00
On-site Solution Support Lead – 5 Days Week APAC	e	051-001387-001	$10,000.00	11700.00
Remote Solution Support Lead - 1 Day APAC	e	051-001391-001	$1,000.00	1170.00
Remote Solution Support Lead – 5 Days APAC	e	051-001395-001	$4,000.00	4680.00
Incident 5 Pack APAC	e	051-001399-001	$3,250.00	3800.00
Solution Support Engineer (SSE) - 1:7 APAC	e	051-001403-001	$25,000.00	29200.00
Solution Support Engineer (SSE) - 1:3 APAC	e	051-001407-001	$60,000.00	70000.00
Additional Net Solutions Manager (NSM) 1:1 APAC	e	051-001411-001	$165,000.00	193000.00
Additional 8 hours of Solution Support Engineer time APAC	e	051-001415-001	$1,000.00	1170.00
Zone 2: Malaysia, Thailand, Philippines, Indonesia, China				
5-Star Solution Support Lead: NSM, Dedicated on-site or Novell corporate based APAC	e	051-001425-001	$135,000.00	158000.00
4-Star Solution Support Lead: SSE 1:3 APAC	e	051-001429-001	$55,000.00	64000.00
3-Star Solution Support Lead: SSE 1:7 APAC	e	051-001433-001	$25,000.00	29200.00
2-Star Remote Solution Review: Solution Support Team Incidents (15) APAC	e	051-001437-001	$19,000.00	22200.00
On-site Support - 1 Day APAC	e	051-001441-001	$1,200.00	1400.00
On-site Solution Support Lead – 5 Days APAC	e	051-001445-001	$10,000.00	11700.00
Remote Solution Support Lead - 1 Day APAC	e	051-001449-001	$1,000.00	1170.00
Remote Solution Support Lead – 5 Days APAC	e	051-001453-001	$4,000.00	4680.00
Incident 5 Pack APAC	e	051-001457-001	$3,250.00	3800.00
Solution Support Engineer (SSE) - 1:7 APAC	e	051-001461-001	$15,000.00	17500.00
Solution Support Engineer (SSE) - 1:3 APAC	e	051-001465-001	$35,000.00	40900.00
Additional Net Solutions Manager (NSM) 1:1 APAC	e	051-001469-001	$100,000.00	117000.00
Additional 8 hours of Solution Support Engineer time APAC	e	051-001473-001	$1,000.00	1170.00
MLA Customers receive a 10% discount on Net Solutions Support purchases.				
Net Solutions Support - Canada				
As the leading provider of Net services software, Novell is known for its innovative solutions that meet business-critical needs. With the introduction of Net Solutions Support, Novell now has a complete end-to-end solution for customised solutions involving eDirectory, DirXML, iChain, or Portal Services.				
Designed with customer input, Net Solutions Support provides customers both large and small with the assurance that their Net services solution receives the highest level of personalized and custom support available.				
Net Solutions 4-Star to 5-Star Upgrade Canada	e	051-001792-001	$160,000.00	187000.00
Net Solutions 3-Star to 4-Star Upgrade Canada	e	051-001793-001	$54,000.00	63000.00
Net Solutions 3-Star to 5-Star Upgrade Canada	e	051-001794-001	$214,000.00	250000.00
Net Solutions 2-Star to 3-Star Upgrade Canada	e	051-001795-001	$26,000.00	30400.00
Net Solutions 2-Star to 4-Star Upgrade Canada	e	051-001796-001	$80,000.00	94000.00
Net Solutions 2-Star to 5-Star Upgrade Canada	e	051-001797-001	$240,000.00	281000.00
5-Star Solution Support Lead; NSM, Dedicated on-site or Novell corporate based Canada	e	051-001798-001	$259,000.00	303000.00
4-Star Solution Support Lead; SSE 1:3 Canada	e	051-001802-001	$99,000.00	116000.00
3-Star Solution Support Lead; SSE 1:7 Canada	e	051-001806-001	$45,000.00	53000.00
2-Star Remote Solution Review; Solution Support Team Incidents (15) Canada	e	051-001810-001	$19,000.00	22200.00
On-site Solution Support Lead - 1 Day Canada (plus travel expenses)	e	051-001927-001	$1,500.00	1750.00
On-site Solution Support Lead - 5 Days Canada (plus travel expenses)	e	051-001826-001	$10,000.00	11700.00
Remote Solution Support Lead - 1 Day Canada	e	051-001830-001	$1,500.00	1750.00
Remote Solution Support Lead - 5 Days Canada	e	051-001834-001	$6,000.00	7000.00
Incident 5 Pack Canada	e	051-001838-001	$3,250.00	3800.00
Solution Support Engineer (SSE) - 1:7 Canada	e	051-001842-001	$35,000.00	40900.00
Solution Support Engineer (SSE) - 1:3 Canada	e	051-001846-001	$75,000.00	88000.00
Additional NetSolutions Manager (NSM) 1:1 Canada	e	051-001850-001	$209,000.00	245000.00
Additional 8 hours of Solution Support Engineer time Canada	e	051-001854-001	$1,500.00	1750.00
MLA Customers receive a 10% discount on Net Solutions Support purchases.				

Master License Agreement (MLA) November 2002 Product Availability and Price List		Pricing		
Product Description	Class	Part Number	US Dollar	Local Currency**
				EUR
Novell Customer Services				
Novell Consulting				
Novell Consulting provides enterprises worldwide with customer-driven services and solutions based on Novell technologies. Novell Consulting's Practices of IT professionals provide our customers on-site consulting services that meet their business and network needs.				
Business Solution Offerings (BSOs)				
These offerings are targeted at the business and IT professional, addressing a specific business technology challenge.				
All Novell Consulting business solution offerings begin with a Business Solution Requirements Analysis - a due diligence process of evaluating and defining your project expectations and requirements.				
This process delivers a solid understanding of your project objectives and enables proper planning, good communication, and the correct application of technology to satisfy your I.T. and business needs. Cost of each Requirements Analysis ranges from $25,000 to $250,000, based on the complexity of thebusiness solution offering. Often the Requirements Analysis cost is credited back to the customer in the formal project deployment proposal. Regardless, you get a detailed evaluation of your project, including what will be required to make it successful.				
BSO / RA Price Sheet				
Single Sign-On - Requirements Analysis	e	017-000077-001	$60,000.00	70000.00
NetWare 5.1 Upgrade - Requirements Analysis, Design, and Prototype	e	017-000078-001	$40,000.00	46800.00
Desktop Management with ZENworks - Requirements Analysis and Design	e	017-000079-001	$60,000.00	70000.00
Novell Directory Service (NDS) - Requirements Analysis and Design	e	017-000080-001	$30,000.00	35100.00
Business to Business Directory and Database Integration - Requirements Analysis	e	017-000082-001	$40,000.00	46800.00
Digital Identity Management - Requirements Analysis, Design, and Prototype	e	017-000083-001	$40,000.00	46800.00
Security Assessment - Requirements Analysis	e	017-000084-001	$100,000.00	117000.00
Global Directory Deployment - Requirements Analysis and Design	e	017-000086-001	$30,000.00	35100.00
Global Network Operations Center (GNOC) - Requirements Analysis and Design	e	017-000087-001	$250,000.00	292000.00
Clustering Analysis and Planning - Requirements Analysis	e	017-000088-001	$30,000.00	35100.00
Tuning and Proactive Analysis - Novell Directory Services	e	017-000085-001	$30,000.00	35100.00
Personalized Storefront - Requirements Analysis	e	017-000089-001	$150,000.00	175000.00
eBusiness Readiness Assessment - Requirements Analysis	e	017-000090-001	$40,000.00	46800.00
HIPAA: Technology Assessment	e	017-000091-001	$60,000.00	70000.00
HIPAA: Security Requirements Assesment	e	017-000092-001	$60,000.00	70000.00
*Note - prices for the BSOs are starting prices; prices may be higher in some regions. Travel and expense costs may also apply; please add 20% for estimated travel expenses.				
BSO project descriptions can be found at http://consulting.novell.com				
Standard Rate Pricing Sheet - Custom Engagements				
This pricing is the standard "time and materials" pricing, that is used for custom engagements not listed above.				
Custom Consulting Service—Per Hour	e	017-000001-001		
Chief Architect			$500.00	580.00
Project Manager			$425.00	497.00
Senior Architect (Programmer)			$400.00	468.00
Programmer Analyst			$350.00	409.00
Programmer			$300.00	351.00
Consultant Level V			$425.00	497.00
Consultant Level IV			$350.00	409.00
Consultant Level III			$300.00	351.00
Consultant Level II			$250.00	292.00
Dedicated Consulting Services				
These services provide the expertise of Novell Consulting in your environment to help you manage your projects, decreasing your deployment times and increasing your project success.				
Annual On-Site Dedicated Consultant—Per Year	e	017-000003-001	$300,000	351000.00
Note on standard rate structure:				
Consulting delivered from 7:00 a.m. to 7:00 p.m. will be consumed at standard rates. Consulting delivered from 7:01 p.m. to 6:59 a.m. will be consumed at time and a half. Consulting delivered on weekends and holidays will be consumed at double time. This rate will start at 7:01 p.m. on the day before a holiday or weekend to 6:59 a.m. the day following a weekend or holiday.				
MLA customers receive a 10% discount on purchases of Novell Consulting. Novell Consulting pricing may vary by region, please contact your local Novell office for more information regarding pricing and rate structures in your area. Consulting offerings must be submitted separately from product orders.				
To order Novell Consulting Services, MLA customers must do the following:				
1. Review the terms and conditions listed in the MLA Premium Services Guide, found at http://www.novell.com/licensing/mla_documents.html				
2. Ensure that a MLA Membership Form has been submitted for your location. If one has not been submitted, you can retrieve the Form from http://www.novell.com/programs/ncc/mla_documents.html				
These forms should be submitted to Novell at the same location as your MLA contract.				
Novell Contract Management 1800 S Novell Place M/S D-232 Provo, UT 84606				
2. Submit the following: A. Novell Consulting Service Order Form B. Purchase Order C. Consulting Service Statement of Work				
These documents should be forwarded to: Novell Consulting Service, ATTN.: Contracts, M/S E-232, 122 E. 1700 S., Provo, UT 84606 or fax a copy to: (801) 861-2629				
Consulting Business Solution Offerings and Project Descriptions can be found at: http://consulting.novell.com				
Customers may request services from Novell Consulting by filling out the Engage Consulting form found at: http://consulting.novell.com/onsite/engage.html				

Master License Agreement (MLA) November 2002 Product Availability and Price List		Pricing		
Product Description	Class	Part Number	US Dollar	Local Currency**
				EUR

Novell Customer Services

DeveloperNet

Through the Novell® DeveloperNet® program, developers have an unprecedented opportunity to build solutions on the Net services foundation, creating cross-platform, directory-enabled products and tools that can dramatically change your business and the business of your customers overnight. Best of all, DeveloperNet is a dynamic program that helps you stay in synch with Novell's rapid pace of technology innovation, so you can keep your solutions at the leading edge.

Product Description	Class	Part Number	US Dollar	Local Currency**
Developer Support Strategic Systems	e	061-000092-001	$173,000.00	202000.00
Developer Support Executive Corporate	e	061-000093-001	$75,000.00	88000.00
Developer Support Executive Device	e	061-000094-001	$15,000.00	17500.00
Developer Support Executive Lan	e	061-000095-001	$25,000.00	29200.00
Developer Support Integrated Solutions	e	061-000096-001	$50,000.00	58000.00
Developer Support NATC Authorized Testcenter	e	061-000097-001	$40,000.00	46800.00
Developer Support Executive Printer	e	061-000098-001	$15,000.00	17500.00
Developer Support Executive Software	e	061-000099-001	$15,000.00	17500.00
Developer Support Executive Systems	e	061-000100-001	$20,000.00	23400.00
Developer Support Executive WAN	e	061-000101-001	$15,000.00	17500.00
Developer Support Developer Labs	e	061-000102-001	$2000/day	Varies
Developer Support Developer Training	e	061-000103-001	$500/day/ per person	Varies

MLA Customers receive a 10% Discount on DeveloperNet Support purchases.

Novell Technical Subscriptions

Professional Resource Suite

This comprehensive subscription includes all of Novell's Product Toolkits™, plus the complete Novell Software Evaluation Library™ and the Novell Support Resource Library™ (replacing the Novell Support Connection® CD). Use these resources to rapidly address technical issues without a call to Novell. Everything you need to make the most of your Novell products is available online and updated monthly on CD by annual subscription. Taken as a complete solution, the Novell Professional Resource Suite is the ultimate technical resource for serious Novell professionals

All subscription queries should be sent to subscriptions@novell.com.

Product Description	Class	Part Number	US Dollar	Local Currency**
Professional Resource Suite - Activation Kit: Single	2	00662644444826	$1,249.00	1460.00
Professional Resource Suite - Activation Kit: Server	2	00662644444864	$2,495.00	2920.00

MLA Customers receive a 10% discount on Professional Resource Suite purchases.

Novell Product Toolkits

Novell Product Toolkits are the in-depth technical resource for Novell professionals. Developed specifically for Novell eDirectory™, ZENworks® for Desktops, and GroupWise®, these powerful tools are essential in helping you quickly address complex technical issues yourself. Each Toolkit includes product-specific evaluation and beta software, utilities, LogicSource, and detailed consulting reports. They also include applicable files and information from the Novell Support Resource Library™. Novell Product Toolkits are updated at least quarterly on CD and available by annual subscription. Plus, you can access the latest updates via the Web. Novell Product Toolkits give you the most current, comprehensive, and in-depth resources from Novell anytime, anywhere.

Product Description	Class	Part Number	US Dollar	Local Currency**
Product Toolkit: GroupWise - Activation Kit: Single	2	00662644444574	$249.00	291.00
Product Toolkit: GroupWise - Activation Kit: Server	2	00662644444611	$495.00	580.00
Product Toolkit: ZENworks - Activation Kit: Single	2	00662644444659	$249.00	291.00
Product Toolkit: ZENworks - Activation Kit: Server	2	00662644444697	$495.00	580.00
Product Toolkit: eDirectory - Activation Kit: Single	2	00662644444741	$249.00	291.00
Product Toolkit: eDirectory - Activation Kit: Server	2	00662644444789	$495.00	580.00

MLA Customers receive a 10% discount on Novell Product Toolkit purchases.

Software Evaluation Library (SEL)

The Novell Software Evaluation Library, an annual subscription, will now be updated six to eight times a year.

The Standard version of the Novell Software Evaluation Library is now available to everyone. This version provides a 2-server, 5-user license for testing, development, and evaluation. Fully functional, time-restricted versions of Novell software are included. The retail price of the Standard SEL has also been lowered by $50 to $249 for an annual subscription. Discounted pricing is available to participants in certain Novell programs. Shipping, duties, and taxes are not included in the subscription price. See http://support.novell.com/subscriptions for more information.

Product Description	Class	Part Number	US Dollar	Local Currency**
Software Evaluation Library - Activation Kit: Standard		00662644444413	$249.00	291.00
Software Evaluation Library - Activation Kit: Corporate		00662644444451	$495.00	580.00

MLA Customers receive a 10% discount off the retail price of the Novell Software Evaluation Library.

Product Description	Class	Part Number	US Dollar	Local Currency**
				EUR

Novell Customer Services

Novell Technical Subscriptions

Support Resource Library

The Novell Support Resource Library saves you time and money by placing the latest technical resources at your fingertips. Everything from Support Packs and Technical Information Documents to Cool Solutions, Novell Connection magazine articles, Novell AppNotes® and product documentation are available when and where you need them. Powerful searches help you troubleshoot problems quickly and accurately. There's no waiting for large files to download from the Web. Updated monthly on CD by annual subscription and with Web access for daily updates through the new Subscriber Portal, the Novell Support Resource Library ensures you can handle any technical challenge that comes your way.

This replacement to the Novell Support Connection CD contains all the features you are familiar with and more. With the new Novell Support Resource Library you get:

- More content
- More space for more files
- Upgraded CD search engine
- Subscriber portal
- New packaging

Because this is a subscription product, it will just keep getting better. Each month you will receive additional TIDs, files, and other information on the CD. New information will also be added to the Subscriber Portal. The Novell Support Resource Library provides you with a single source for your Novell technical resource needs.

Product Description	Class	Part Number	US Dollar	Local Currency**
Support Resource Library - Activation Kit: Single	2	00662644444499	$399.00	467.00
Support Resource Library - Activation Kit: Server	2	00662644444536	$795.00	930.00

MLA Customers receive a 10% discount on Support Resource Library purchases.

Education

Professional Education Programs

Professional Education Programs offer solutions, directly to the customer, designed for the entire organizational infrastructure, with tailored offerings for executives, line of business managers, consultants, project managers, hands-on technical personnel and marketing and sales professionals. Each audience has unique educational requirements. With Novell solutions, we can match education to each person's role, skill level and job requirements, maximizing their investment in training and expanding expertise at all levels of their organization.

To engage these services, please go to: http://www.novell.com/education/pep/custom_training.html and fill out the engagement form. Your local Area Education Manager will contact you.

Application Training

Application Training focuses on software applications. Currently GroupWise training is our primary offering.

Product Description	Class	Part Number	US Dollar	Local Currency**
$90 per student per half day (up to 12 students per half day)	e	051-000852-001		

Professional Seminars

Professional Seminars focus on new products, features and functions or the role of technology in business bringing critical information and skills to IT professionals and the CXO audience.

Product Description	Class	Part Number	US Dollar	Local Currency**
Public **$350** per person per day (up to 60 participants)	e	051-000845-001		
Private Site **$6000** per day (up to 60 participants)	e	051-000846-001		

Advanced Technical Training (ATT) Seminars

ATT Seminars are in-depth technical seminars designed around common problems and troubleshooting. These seminars are appropriate for highly skilled IT professionals already involved with the products.

Product Description	Class	Part Number	US Dollar	Local Currency**
Public – Demo **$400** per person per day (up to 100 students)	e	051-000847-001		
Public – Hands on **$600** per person per day (up to 40 students)	e	051-000848-001		
Private – Demo **$8,000** per day; design beyond 1 day at $250 per hour (up to 25 students; additional students $320 per person)	e	051-000850-001		
Private – Hands on **$10,000** per day, design beyond 1 day at $250 per hour (up to 25 students; 25-40 additional students $480 per person)	e	051-000851-001		

Education Consulting & Customization

Education Consulting & Customization consists of performing a Front End Analysis (FEA) including skill-level needs assessment, current skill inventories, skill gap analysis and the development of training plans.

Product Description	Class	Part Number	US Dollar	Local Currency**
$250 per hour	e	051-000853-001		

Custom Training – Hands-on Environment Specific

Customer Training is designed to fit the specific technical educational needs of an individual customer, focusing on Novell products deployed in that environment.

Product Description	Class	Part Number	US Dollar	Local Currency**
$6,000 per day; design beyond 1 day at $250 per hour (up to 12 students per day; additional students $400 per person per day)	e	051-000849-001		

Skill Gap Analysis Package

A Skill Gap Analysis focuses on enhancing the performance of the technical staff by ensuring optimization of their technical environment through enhanced skills and knowledge of the support team and aligning their technical teams to help drive business goals; $5,000.

Product Description	Class	Part Number	US Dollar	Local Currency**
	e	051-000970-001		

Master License Agreement (MLA) November 2002 Product Availability and Price List		**Pricing**		
Product Description	Class	Part Number	US Dollar	Local Currency**
				EUR
Education				
Annual Education Subscriptions				
Education 100	e	051-001345-001	$39,000.00	45600.00
Education 100 includes: 60 Education Vouchers, 5 attendees at direct training (includes Advanced Technical Training (ATT), First Class, Novell Bootcamps), 1 Performance Consultation Interview, 1 Skills Gap Analysis and 4 Novell Self Study Kits. The EDUC 100 subscription is renewable on an annual basis. This subscription level is focused on customers with up to 25 IT staff members, including Help Desk, Administrators, Desktop and Server teams, Web teams, Security team, Directory team, Messaging teams, and System Architects.				
Education 300	e	051-001341-001	$140,000.00	164000.00
Education 300 includes: 150 Education Vouchers, 4 custom/private training days, 20 attendees at direct training (includes Advanced Technical Training (ATT), First Class, Novell Bootcamps, 2 Performance Consultation Interview, 1 Skills Gap Analysis and 6 Novell Self Study Kits. The EDUC 300 subscription is renewable on an annual basis. This subscription level is focused on customers with 26 to 75 IT staff members, including Help Desk, Administrators, Desktop and Server teams, Web teams, Security team, Directory team, Messaging teams, and System Architects.				
Education 500	e	051-001337-001	$235,000.00	275000.00
Education 500 includes: 300 Education Vouchers, 5 custom/private training days, 35 attendees at direct training (includes Advanced Technical Training (ATT), First Class, Novell Bootcamps, 2 Performance Consultation Interview, 2 Skills Gap Analysis and 8 Novell Self Study Kits. EDUC 500 includes a dedicated point of contact. The EDUC 500 subscription is renewable on an annual basis. This subscription level is focused on customers with 76 - 149 IT staff members, including Help Desk, Administrators, Desktop and Server teams, Web teams, Security team, Directory team, Messaging teams, and System Architects.				
Education 700	e	051-001333-001	$365,000.00	427000.00
Education 700 includes: 450 Education Vouchers, 10 custom/private training days, 50 attendees at direct training (includes Advanced Technical Training (ATT), First Class, Novell Bootcamps, 2 Performance Consultation Interview, 2 Skills Gap Analysis and 10 Novell Self Study Kits. EDUC 700 also includes a dedicated point of contact and US BrainShare "Meet the Expert" reception. The EDUC 700 subscription is renewable on an annual basis. This subscription level is focused on customers with over 150 IT staff members, including Help Desk, Administrators, Desktop and Server teams, Web teams, Security team, Directory team, Messaging teams, and System Architects.				
These annual education subscription are available for all licensing levels. The standard services discount of 10% for MLA customers will apply.				
Certification Program Tests				
Novell offers industry-leading tests for its certification programs, which include:				
Certified Directory Engineer				
Certified Novell Administrator				
Certified Novell Engineer				
Master CNE				
Certified Novell Instructor				
Master Certified Novell Instructor				
Certified Internet Professional				
Information about specific program and testing requirements for Novell certifications is available at http://www.novell.com/education/certinfo/explorer.html.				
All certification tests, except the Oracle test and Novell Practicum, are $100 in developed countries and $55 in developing countries.				
To register for tests in the United States and Canada, contact Sylvan Prometric Learning Centers at 1-800-RED-EXAM or Virtual University Enterprises at 1-800-TEST-CNE. For all other countries, contact your local Sylvan Prometric Learning Center, regional Virtual University Enterprises' office or your local Novell office.				
You can request and immediately receive up-to-date documents via fax by calling Novell Education's FaxResponse service at 1-800-233-EDUC (option 3) or 1-801-861-5363. FaxResponse provides you with Novell's current courses and certification program information.				
Authorized Training Courses				
Novell authorized training courses are available through Novell Authorized Education Centers (NAECs) and Novell Education Academic Partners (NEAPs). For a complete listing of training partners in your area, go to our Authorized Training Locator on our Web site at: **http://www.novell.com/education/training/index.html.**				
For more information about Novell Education programs and products, call 1-800-233-EDUC or 1-801-861-EDUC. You can also visit our web site at: http://www.novell.com/education or contact your local Novell office.				
You can also request and immediately receive up-to-date documentation via fax by calling Novell Education's FaxResponse service at 1-800-233-EDUC (option 3) or 1-801-861-5363. FaxResponse provides you with Novell's current courses and certification program information.				

Product Description	Class	Part Number	US Dollar	Local Currency**
				EUR

Education

Self-Study Kits

With a unique combination of manuals, digitized video, task simulation and test preparation the Novell Self-Study Kits give real-world, hands-on instruction in preparation for the exams which are part of the Novell Certified Engineer (CNE) certification.

Product Description	Class	Part Number	US Dollar	Local Currency**
IT Project + Self-Study Kit	2	00662644447032	$495.00	580.00
Novell Network Management: NetWare 6 (3004, Self-Study Kit)	2	00662644446424	$495.00	580.00
Fundamentals of Networking (3003, Self-Study Kit)	2	00662644445984	$495.00	580.00
Foundations of Novell Networking: NetWare 6 (Course 3001) Self-Study Kit	2	00662644444086	$495.00	580.00
NetWare 4 to NetWare 6 CNE Upgrade Prerequisite Self-Study Kit (3002)	2	00662644443492	$250.00	292.00
Upgrading to NetWare 6 (3000, v1.0, Self-Study Kit)	2	00662644438375	$495.00	580.00
NetWare 5.1 Administration (560, v2.0, Self-Study Kit)	2	00662644423463	$495.00	580.00
NetWare 5.0/5.1 CNE (Self-Study Kit)	2	00662644414485	$1,495.00	1750.00
NetWare 5.1 Advanced Administration (570, v2.0 Self-Study Kit)	2	00662644401058	$495.00	580.00
Networking Technologies (565, 1.0 Self-Study Kit)	2	00662644356037	$495.00	580.00
NDS Design and Implementation (575, 1.0 Self-Study Kit)	2	00662644356044	$495.00	580.00
Novell Service and Support (580, 1.0 Self-Study Kit)	2	00662644356068	$495.00	580.00
NetWare 4.11 to NetWare 5.1 Update (529, v2.0 Self-Study Kit)	2	00662644379784	$495.00	580.00
Directory and Database Integration using DirXML (992, v1.0, Self-Study Kit)	2	00662644423760	$495.00	580.00
Desktop Management with ZENworks for Desktops 3 (781, v2.0, Self-Study Kit)	2	00662644427478	$495.00	580.00
Integrating Novell eDirectory and Windows NT (555, v2.0, Self-Study Kit)	2	00662644427942	$495.00	580.00
GroupWise 6 Administration (370, v1.0, Self-Study Kit)	2	00662644427768	$495.00	580.00
Integrating NDS eDirectory and Active Directory (556, v1.0, Self-Study Kit)	2	00662644428116	$495.00	580.00

Novell Training Voucher Program

These vouchers can be purchased for training offered worldwide through Novell Authorized Education Centers (NAEC) and Novell's Professional Education Progrmas. Redemption and discounts vary based on training deliverables and sales region. For additional details visit: **www.novell.com/education/vouchers**

Product Description	Class	Part Number	US Dollar	Local Currency**
Education Training Vouchers Market Type 1	2	00662644433899	$400.00	468.00
Education Training Vouchers Market Type 2	2	00662644433905	$370.00	433.00
Education Training Vouchers Market Type 3	2	00662644433912	$300.00	351.00
Education Training Vouchers Market Type 4	2	00662644433929	$450.00	530.00
Education Training Vouchers Market Type 5	2	00662644433943	$160.00	187.00
Education Training Vouchers Market Type 6	2	00662644433950	$110.00	129.00

Market Type 1 - United Kingdom, Germany, France
Market Type 2 - United States, Netherlands, Belgium/Luxembourg, Switzerland, Austria, Finland, Norway, Denmark
Market Type 3 - Canada, Australia, Italy
Market Type 4 - Sweden
Market Type 5 - Argentina, Brazil, Venezuela, Mexico, Spain, Portugal, South Africa (all Africa, Poland, Singapore, Malaysia, Columbia, Central America, New Zealand,
Market Type 6 - Taiwan, Philippines, Korea, Thailand, Indonesia, CIS

MLA Customers receive a 10% discount on Education Training purchases.

Additional Offerings

DeveloperNet™

Through DeveloperNet, developers have an unprecedented opportunity to build solutions on the Net services foundation, creating products, and tools that can dramatically change their companies and their customers' companies overnight. Novell is enhancing the DeveloperNet program to enable developers to tap the full power of Net services.

As part of the DeveloperNet program, MLA customers receive a 10% discount off the list price of all DeveloperNet Program levels. Please contact the local fulfillment center to subscribe to the DeveloperNet level of your choice. Go to **http://developer.novell.com/contact** to locate your local fulfillment center.

Novell Press™

Novell Press is a corporate press that provides customers with technical information about Novell products and programs. Novell Press has the number one line of networking books with over one million copies sold worldwide. Novell Press titles cover a broad spectrum of topics and technical levels to fit your information needs. Written by experts with the full participation of Novell's staff, these books are the premier informationsource in the networking industry.

MLA customers ordering through IDG Books Worlwide U.S. offices will receive a 50% discount off the suggested retail U.S. price. To order, call IDG at (800) 434-3422 or outside the U.S. call (317) 596-5530. For a complete listing of Novell Press Books, please refer to: http://www.novell.com/education/books

Master License Agreement (MLA) November 2002 Product Availability and Price List		Pricing			
Product Description	Class	Part Number	US Dollar	Local Currency**	
				EUR	

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Novell MLA Business-to-Consumer and Government-to-Citizen Product Availability and Price List November 2002	Pricing			
Product Description	Class	Part Number	US Dollar	Local Currency**
				EUR

While every effort is made to ensure the price list is as current as possible at time of publication, Novell Product Announcements (NPAs) may be issued which supersede information found within the price list. Please refer to NPAs for the most updated information regarding product information and pricing.

Special Note: A column has been added to the price list showing the lead time classification for each product. This classification system indicates the expected average number of days for product to be shipped from Novell after receipt of customer order. Products are classified into three main categories:
- "e" – electronic/billing parts, 1 day average lead time
- "1" – physical parts, 3 day average lead time
- "2" – physical parts, 5 day average lead time

Certain products require a longer lead time for delivery depending upon ordering location. *For EMEA customers*: please expect a 3 - 4 week lead time for the following language-specific products: Chinese, Korean, Japanese and Portuguese; all Volera Excelerator, Controller, and Accountant products. For NALAAP customers: please expect a 3 - 4 week lead time for the following products: All 56 bit (regardless of language) and Japanese, Russian, Polish, Czech, Hungarian, Dutch, Scandinavian, Hebrew, Arabic, and German languages.

The purchase of Business to Consumer (B-C) and Government to Citizen (G-C) licenses is limited to the Novell Corporate License Agreement (CLA) and Master License Agreement (MLA) customers. Prior to purchasing these licenses, customers will sign an addendum to their contract in which they agree to the license definition and deployment requirements of the B-C or G-C licenses. After submitting this addendum, the customer is free to purchase B-C or G-C licenses according to the definition and restrictions set forth in the addendum.

For more information see http://www.novell.com/licensing/consumer/

iFolder Professional Edition 2.0

	Class	Part Number	US Dollar	EUR
New				
iFolder Professional Edition 2.0 & Prior 1-Business-to-Consumer License	e	LIC-005787-001	$12.00	14.00
iFolder Professional Edition 2.0 & Prior 1-Government-to-Citizen License	e	LIC-005788-001	$5.00	5.80
Upgrade				
Upgrade iFolder Professional Edition 2.0 & Prior 1-Business-to-Consumer License	e	LIC-005787-003	$7.00	8.20
Upgrade iFolder Professional Edition 2.0 & Prior 1-Government-to-Citizen License	e	LIC-005788-003	$3.00	3.50
Maintenance				
iFolder Professional Edition 2.0 1-Business-to-Consumer Maintenance	e	MNT-005417-001	$3.00	3.50
iFolder Professional Edition 2.0 1-Government-to-Citizen Maintenance	e	MNT-005418-001	$1.00	1.20

Novell Portal Services 1.5

	Class	Part Number	US Dollar	EUR
New				
Novell Portal Services 1.5 & Prior 1-Business-to-Consumer License	e	LIC-005785-001	$15.00	18.00
Novell Portal Services 1.5 & Prior 1-Government-to-Citizen License	e	LIC-005786-001	$6.00	7.00
Upgrade				
Upgrade Novell Portal Services 1.5 & Prior 1-Business-to-Consumer License	e	LIC-005785-003	$8.00	9.40
Upgrade Novell Portal Services 1.5 & Prior 1-Government-to-Citizen License	e	LIC-005786-003	$3.00	3.50
Maintenance				
Novell Portal Services 1.5 1-Business-to-Consumer Maintenance	e	MNT-005415-001	$4.00	4.70
Novell Portal Services 1.5 1-Government-to-Citizen Maintenance	e	MNT-005416-001	$2.00	2.30

DirXML 1.1

	Class	Part Number	US Dollar	EUR
New				0.00
DirXML 1.1 & Prior 1-Business-to-Consumer e-License	e	979-000055-001	$7.30	8.50
DirXML 1.1 & Prior 1-Government-to-Citizen e-License	e	979-000056-001	$2.90	3.40
Upgrade				
Upgrade DirXML 1.1 & Prior 1-Business-to-Consumer e-License	e	979-000057-001	$3.80	4.40
Upgrade DirXML 1.1 & Prior 1-Government-to-Citizen e-License	e	979-000058-001	$1.50	1.80
Maintenance				
DirXML 1.1 1-Business-to-Consumer Maintenance	e	MNT-005372-001	$1.80	2.10
DirXML 1.1 1-Government-to-Citizen Maintenance	e	MNT-005373-001	$0.70	0.80

DirXML Driver 1.0 for SAP HR

	Class	Part Number	US Dollar	EUR
New				
DirXML Driver 1.0 for SAP® HR 1-Business-to-Consumer License	e	979-000118-001	$2.50	2.90
DirXML Driver 1.0 for SAP® HR 1-Government-to-Citizen License	e	979-000119-001	$1.00	1.20
Maintenance				
DirXML Driver 1.0 for SAP® HR 1-Business-to-Consumer Maintenance	e	MNT-005411-001	$0.63	0.70
DirXML Driver 1.0 for SAP® HR 1-Government-to-Citizen Maintenance	e	MNT-005412-001	$0.25	0.30

Novell MLA Business-to-Consumer and Government-to-Citizen Product Availability and Price List November 2002	Pricing			
Product Description	**Class**	**Part Number**	**US Dollar**	**Local Currency** **EUR**
DirXML Driver 1.0 for WebSphere MQ by The Wiring Company				
New				
DirXML Driver 1.0 for WebSphere MQ by The Wiring Company 1-Business-to-Consumer e-License	e	979-000089-001	$2.50	2.90
DirXML Driver 1.0 for WebSphere MQ by The Wiring Company 1-Government-to-Citizen e-License	e	979-000090-001	$1.00	1.20
Maintenance				
DirXML Driver 1.0 for WebSphere MQ by The Wiring Company 1-Business-to-Consumer Maintenance	e	MNT-005390-001	$0.63	0.70
DirXML Driver 1.0 for WebSphere MQ by The Wiring Company 1-Government-to-Citizen Maintenance	e	MNT-005391-001	$0.25	0.30
DirXML Driver 1.1 for Delimited Text				
New				
DirXML Driver 1.1 for Delimited Text 1-Business-to-Consumer e-License	e	979-000087-001	$1.50	1.80
DirXML Driver 1.1 for Delimited Text 1-Government-to-Citizen e-License	e	979-000088-001	$0.60	0.70
Maintenance				
DirXML Driver 1.1 for Delimited Text 1-Business-to-Consumer Maintenance	e	MNT-005388-001	$0.38	0.40
DirXML Driver 1.1 for Delimited Text 1-Government-to-Citizen Maintenance	e	MNT-005389-001	$0.15	0.20
DirXML Driver 1.1 for eDirectory				
New				
DirXML Driver 1.1 for eDirectory 1-Business-to-Consumer e-License	e	979-000120-001	$1.50	1.80
DirXML Driver 1.1 for eDirectory 1-Government-to-Citizen e-License	e	979-000121-001	$0.60	0.70
Maintenance				
DirXML Driver 1.1 for eDirectory 1-Business-to-Consumer Maintenance	e	MNT-005419-001	$0.38	0.40
DirXML Driver 1.1 for eDirectory 1-Government-to-Citizen Maintenance	e	MNT-005420-001	$0.15	0.20
DirXML Driver 1.1 for GroupWise				
New				
DirXML Driver 1.1 for GroupWise 1-Business-to-Consumer License	e	979-000094-001	$1.50	1.80
DirXML Driver 1.1 for GroupWise 1-Government-to-Citizen License	e	979-000095-001	$0.60	0.70
Maintenance				
DirXML Driver 1.1 for GroupWise 1-Business-to-Consumer Maintenance	e	MNT-005394-001	$0.38	0.40
DirXML Driver 1.1 for GroupWise 1-Government-to-Citizen Maintenance	e	MNT-005395-001	$0.15	0.20
DirXML Driver 1.1 for NT Domain				
New				
DirXML Driver 1.1 for NT Domain 1-Business-to-Consumer License	e	979-000122-001	$1.50	1.80
DirXML Driver 1.1 for NT Domain 1-Government-to-Citizen License	e	979-000123-001	$0.60	0.70
Maintenance				
DirXML Driver 1.1 for NT Domain 1-Business-to-Consumer Maintenance	e	MNT-005421-001	$0.38	0.40
DirXML Driver 1.1 for NT Domain 1-Government-to-Citizen Maintenance	e	MNT-005422-001	$0.15	0.20
DirXML Driver 1.5 for JDBC				
New				
DirXML Driver 1.5 & Prior for JDBC 1-Business-to-Consumer e-License	e	979-000107-001	$2.50	2.90
DirXML Driver 1.5 & Prior for JDBC 1-Government-to-Citizen e-License	e	979-000108-001	$1.00	1.20
Upgrade				
Upgrade DirXML Driver 1.5 & Prior for JDBC 1-Business-to-Consumer e-License	e	979-000107-003	$1.30	1.50
Upgrade DirXML Driver 1.5 & Prior for JDBC 1-Government-to-Citizen e-License	e	979-000108-003	$0.53	0.60
Exchange				
DirXML Driver 1.5 for Exchange 5.5 1-Business-to-Consumer e-License	e	979-000091-001	$1.50	1.80
DirXML Driver 1.5 for Exchange 5.5 1-Government-to-Citizen e-License	e	979-000092-001	$0.60	0.70
Maintenance				
DirXML Driver 1.5 for JDBC 1-Business-to-Consumer Maintenance	e	MNT-005401-001	$0.63	0.70
DirXML Driver 1.5 for JDBC 1-Government-to-Citizen Maintenance	e	MNT-005402-001	$0.25	0.30
DirXML Driver 1.5 for Exchange 5.5 1-Business-to-Consumer Maintenance	e	MNT-005392-001	$0.38	0.40
DirXML Driver 1.5 for Exchange 5.5 1-Government-to-Citizen Maintenance	e	MNT-005393-001	$0.15	0.20

Novell MLA Business-to-Consumer and Government-to-Citizen Product Availability and Price List November 2002	Pricing			
Product Description	**Class**	**Part Number**	**US Dollar**	**Local Currency** EUR**
DirXML Driver 1.5 for LDAP				
New				
DirXML Driver 1.5 for LDAP 1-Business-to-Consumer License	e	979-000110-001	$1.50	1.80
DirXML Driver 1.5 for LDAP 1-Government-to-Citizen License	e	979-000111-001	$0.60	0.70
Maintenance				
DirXML Driver 1.5 for LDAP 1-Business-to-Consumer Maintenance	e	MNT-005403-001	$0.38	0.40
DirXML Driver 1.5 for LDAP 1-Government-to-Citizen Maintenance	e	MNT-005404-001	$0.15	0.20
				0.00
DirXML Driver 1.5 for Notes				
New				
DirXML Driver 1.5 for Notes 1-Business-to-Consumer License	e	979-000124-001	$1.50	1.80
DirXML Driver 1.5 for Notes 1-Government-to-Citizen License	e	979-000125-001	$0.60	0.70
				0.00
Maintenance				
DirXML Driver 1.5 for Notes 1-Business-to-Consumer Maintenance	e	MNT-005423-001	$0.38	0.40
DirXML Driver 1.5 for Notes 1-Government-to-Citizen Maintenance	e	MNT-005424-001	$0.15	0.20
DirXML Driver 2.0 for Active Directory				
New				
DirXML Driver 2.0 for Active Directory 1-Business-to-Consumer e-License	e	979-000085-001	$1.50	1.80
DirXML Driver 2.0 for Active Directory 1-Government-to-Citizen e-License	e	979-000086-001	$0.60	0.70
Maintenance				
DirXML Driver 2.0 for Active Directory 1-Business-to-Consumer Maintenance	e	MNT-005386-001	$0.38	0.40
DirXML Driver 2.0 for Active Directory 1-Government-to-Citizen Maintenance	e	MNT-005387-001	$0.15	0.20
				0.00
DirXML Driver 4.0 for PeopleSoft				
New				
DirXML Driver 4.0 & Prior for PeopleSoft 7.0, 7.5, and 8.1 1-Business-to-Consumer e-License	e	979-000128-001	$2.50	2.90
DirXML Driver 4.0 & Prior for PeopleSoft 7.0, 7.5, and 8.1 1-Government-to-Citizen e-License	e	979-000129-001	$1.00	1.20
Upgrade				
Upgrade DirXML Driver 4.0 & Prior for PeopleSoft 7.0, 7.5, and 8.1 1-Business-to-Consumer e-License	e	979-000132-001	$1.30	1.50
Upgrade DirXML Driver 4.0 & Prior for PeopleSoft 7.0, 7.5, and 8.1 1-Government-to-Citizen e-License	e	979-000133-001	$0.53	0.60
Maintenance				
DirXML Driver 4.0 for PeopleSoft 7.0, 7.5, and 8.1 1-Business-to-Consumer Maintenance	e	MNT-005430-001	$0.63	0.70
DirXML Driver 4.0 for PeopleSoft 7.0, 7.5, and 8.1 1-Government-to-Citizen Maintenance	e	MNT-005431-001	$0.25	0.30
DirXML Driver 3.6 for PeopleSoft				
New				
DirXML Driver 3.6 & Prior for PeopleSoft 7.0, 7.5, and 8.1 1-Business-to-Consumer e-License	e	979-000116-001	$2.50	2.90
DirXML Driver 3.6 & Prior for PeopleSoft 7.0, 7.5, and 8.1 1-Government-to-Citizen e-License	e	979-000117-001	$1.00	1.20
Upgrade				
Upgrade DirXML Driver 3.6 & Prior for PeopleSoft 7.0, 7.5, and 8.1 1-Business-to-Consumer e-License	e	979-000116-003	$1.30	1.50
Upgrade DirXML Driver 3.6 & Prior for PeopleSoft 7.0, 7.5, and 8.1 1-Government-to-Citizen e-License	e	979-000117-003	$0.53	0.60
Maintenance				
DirXML Driver 3.6 for PeopleSoft 7.0, 7.5, and 8.1 1-Business-to-Consumer Maintenance	e	MNT-005409-001	$0.63	0.70
DirXML Driver 3.6 for PeopleSoft 7.0, 7.5, and 8.1 1-Government-to-Citizen Maintenance	e	MNT-005410-001	$0.25	0.30
DirXML Driver for non-Novell Production Driver				
New				
DirXML Driver License for non-Novell Production Driver 1-Business-to-Consumer e-License	e	979-000114-001	$0.50	0.60
DirXML Driver License for non-Novell Production Driver 1-Government-to-Citizen e-License	e	979-000115-001	$0.20	0.20
Maintenance				
DirXML Driver License for non-Novell Production Driver 1-Business-to-Consumer Maintenance	e	MNT-005407-001	$0.25	0.30
DirXML Driver License for non-Novell Production Driver 1-Government-to-Citizen Maintenance	e	MNT-005408-001	$0.10	0.10

Novell MLA Business-to-Consumer and Government-to-Citizen Product Availability and Price List November 2002		Pricing		
Product Description	Class	Part Number	US Dollar	Local Currency** EUR
iChain 2.1				
New				
iChain 2.1 & Prior 1-Business-to-Customer e-License	e	979-000081-001	$2.50	2.90
iChain 2.1 & Prior 1-Government-to-Citizen e-License	e	979-000082-001	$1.00	1.20
Upgrade				
Upgrade iChain 2.1 & Prior 1-Business-to-Consumer e-License	e	979-000081-003	$1.30	1.50
Upgrade iChain 2.1 & Prior 1-Government-to-Citizen e-License	e	979-000082-003	$0.53	0.60
Competitive Upgrade iChain 2.1 & Prior 1-Business-to-Consumer e-License	e	979-000083-003	$1.30	1.50
Competitive Upgrade iChain 2.1 & Prior 1-Government-to-Citizen e-License	e	979-000084-003	$0.53	0.60
Maintenance				
iChain 2.1 1-Business-to-Consumer Maintenance	e	MNT-005384-001	$0.63	0.70
iChain 2.1 1-Government-to-Citizen Maintenance	e	MNT-005385-001	$0.25	0.30
Account Management 3				
New				
Account Management 3 for Mainframe & Prior 1-Business-to-Consumer e-License	e	979-000059-001	$4.50	5.30
Account Management 3 for Mainframe & Prior 1-Government-to-Citizen e-License	e	979-000060-001	$1.80	2.10
Account Management 3 for Unix & Prior 1-Business-to-Consumer e-License	e	979-000063-001	$4.50	5.30
Account Management 3 for Unix & Prior 1-Government-to-Citizen e-License	e	979-000064-001	$1.80	2.10
Account Management 3 for Windows & Prior 1-Business-to-Consumer e-License	e	979-000067-001	$4.50	5.30
Account Management 3 for Windows & Prior 1-Government-to-Citizen e-License	e	979-000068-001	$1.80	2.10
Account Management Suite 3 1-Business-to-Consumer e-License	e	979-000074-001	$14.00	16.00
Account Management Suite 3 1-Government-to-Citizen e-License	e	979-000075-001	$5.00	5.80
Upgrade				
Upgrade Account Management 3 for Mainframe & Prior 1-Business-to-Consumer e-License	e	979-000061-001	$2.50	2.90
Upgrade Account Management 3 for Mainframe & Prior 1-Government-to-Citizen e-License	e	979-000062-001	$1.00	1.20
Upgrade Account Management 3 for Unix & Prior 1-Business-to-Consumer e-License	e	979-000065-001	$2.50	2.90
Upgrade Account Management 3 for Unix & Prior 1-Government-to-Citizen e-License	e	979-000066-001	$1.00	1.20
Upgrade Account Management 3 for Windows & Prior 1-Business-to-Consumer e-License	e	979-000069-001	$2.50	2.90
Upgrade Account Management 3 for Windows & Prior 1-Government-to-Citizen e-License	e	979-000070-001	$1.00	1.20
Upgrade Account Management Suite 3 1-Business-to-Consumer e-License	e	979-000076-001	$7.00	8.20
Upgrade Account Management Suite 3 1-Government-to-Citizen e-License	e	979-000078-001	$3.00	3.50
Maintenance				
Account Management 3 for Mainframe 1-Business-to-Consumer Maintenance	e	MNT-005376-001	$1.30	1.50
Account Management 3 for Mainframe 1-Government-to-Citizen Maintenance	e	MNT-005377-001	$0.50	0.60
Account Management 3 for Unix 1-Business-to-Consumer Maintenance	e	MNT-005378-001	$1.30	1.50
Account Management 3 for Unix 1-Government-to-Citizen Maintenance	e	MNT-005379-001	$0.50	0.60
Account Management 3 for Windows 1-Business-to-Consumer Maintenance	e	MNT-005380-001	$1.30	1.50
Account Management 3 for Windows 1-Government-to-Citizen Maintenance	e	MNT-005381-001	$0.50	0.60
Account Management Suite 3 1-Business-to-Consumer Maintenance	e	MNT-005382-001	$4.00	4.70
Account Management Suite 3 1-Government-to-Citizen Maintenance	e	MNT-005383-001	$1.00	1.20
NetMail 3.1				
New				
NetMail 3.1 1-Business-to-Consumer License	e	LIC-005783-001	$3.80	4.40
NetMail 3.1 1-Government-to-Citizen License	e	LIC-005784-001	$1.50	1.80
Upgrade				
Upgrade NetMail 3.1 1-Business-to-Consumer License	e	LIC-005783-003	$2.00	2.30
Upgrade NetMail 3.1 1-Government-to-Citizen License	e	LIC-005784-003	$0.80	0.90
Maintenance				
NetMail 3.1 1-Business-to-Consumer Maintenance	e	MNT-005413-001	$0.94	1.10
NetMail 3.1 1-Government-to-Citizen Maintenance	e	MNT-005414-001	$0.38	0.40
ZENworks OnDemand Services 2				
New				
ZENworks OnDemand Services 2 & Prior 1-Business-to-Consumer License	e	LIC-005781-001	$20.00	23.00
ZENworks OnDemand Services 2 & Prior 1-Government-to-Citizen License	e	LIC-005782-001	$8.00	9.40
Upgrade				
Upgrade to ZENworks OnDemand Services 2 & Prior 1-Business-to-Consumer License	e	LIC-005781-003	$11.00	13.00
Upgrade to ZENworks OnDemand Services 2 & Prior 1-Government-to-Citizen License	e	LIC-005782-003	$4.00	4.70
Maintenance				
ZENworks OnDemand Services 2 1-Business-to-Consumer Maintenance	e	MNT-005399-001	$5.00	5.80
ZENworks OnDemand Services 2 1-Government-to-Citizen Maintenance	e	MNT-005400-001	$2.00	2.30

Novell MLA Business-to-Consumer and Government-to-Citizen Product Availability and Price List November 2002	Pricing			
Product Description	Class	Part Number	US Dollar	Local Currency**
				EUR
ZENworks Synergy Suite 1.0/ZENworks for Desktops 4 Bundle				
New				
ZENworks Synergy Suite 1.0/ZENworks for Desktops 4 Bundle 1-Business-to-Consumer License	e	979-000099-001	$40.00	47.00
ZENworks Synergy Suite 1.0/ZENworks for Desktops 4 Bundle 1-Government-to-Citizen License	e	979-000100-001	$16.00	19.00
Upgrade				
Upgrade ZENworks Synergy Suite 1.0/ZENworks for Desktops 4 Bundle 1-Business-to-Consumer License	e	979-000099-003	$21.00	25.00
Upgrade ZENworks Synergy Suite 1.0/ZENworks for Desktops 4 Bundle 1-Government-to-Citizen License	e	979-000100-003	$8.00	9.40
Upgrade from 1 Component to ZENworks Synergy Suite 1.0/ZENworks for Desktops 4 Bundle 1-Business-to-Consumer License	e	979-000102-003	$27.00	32.00
Upgrade from 1 Component to ZENworks Synergy Suite 1.0/ZENworks for Desktops 4 Bundle 1-Government-to-Citizen License	e	979-000103-003	$11.00	13.00
				0.00
Upgrade from 2 Components to ZENworks Synergy Suite 1.0/ZENworks for Desktops 4 Bundle 1-Business-to-Consumer License	e	979-000105-003	$15.00	18.00
Upgrade from 2 Components to ZENworks Synergy Suite 1.0/ZENworks for Desktops 4 Bundle 1-Government-to-Citizen License	e	979-000106-003	$6.00	7.00

Master License Agreement (MLA) November 2002 Product Availability and Price List		License Pricing		
Product Description	Class	Part Number	US Dollar	Local Currency**
				EUR

Attention: For Existing Node Customers Only

The MLA Node license option is no longer available for new customers. The Node option is discontinued for new customers on all products October 15, 2001. New MLA customers, including subsidiaries, should now purchase standard user licenses from the main MLA Product Availability and Price List tab. Only MLA customers who ALREADY have a product on the Node license option will continue to purchase Node licenses and Maintenance. The Node part numbers listed here are for exclusive use by MLA customers who already had a product on the Node license option prior to October 15, 2001.

NetWare 6

New

Product	Class	Part Number	US Dollar	EUR
NetWare 6 & Prior Node License	e	LIC-005609-001	$158.00	185.00

Upgrade

Upgrade NetWare 6 & Prior Node License	e	LIC-005609-003	$84.00	98.00

Maintenance

NetWare 6 Node Maintenance	e	MNT-005178-001	$40.00	47.00

Novell Replication Services 1.21

New

Novell Replication Services 1.21& Prior Node License	e	LIC-004968-001	$34.00	40.00

Maintenance

Novell Replication Services 1.21 Node Maintenance	e	051-000549-001	$2.00	2.30

*Note: Customers who purchase NRS on a Node License basis must equal their NetWare Node Licenses.

SFT III™ for NetWare® 4.2

New

NetWare 4.2 SFT III Node License	e	LIC-005137-001	$12.00	14.00

Upgrade

Upgrade NetWare 4.2 SFT III Node License	e	LIC-005137-003	$7.00	8.20

Maintenance

NetWare 4.2 SFT III Node Maintenance	e	051-000537-001	$1.00	1.20

BorderManager 3.7

New

BorderManager 3.7 & Prior Node License	e	LIC-005676-001	$40.00	47.00

Upgrade

Upgrade BorderManager 3.7 & Prior Node License	e	LIC-005676-003	$21.00	25.00

Maintenance

BorderManager 3.7 Node Maintenance	e	MNT-005278-001	$10.00	12.00

LAN WorkPlace® Pro 5.2

New

LAN WorkPlace Pro 5.2 Node License	e	LIC-005203-001	$119.00	139.00

Upgrade

Upgrade LAN WorkPlace Pro 5.2 Node License	e	LIC-005203-003	$63.00	74.00

Maintenance

LAN WorkPlace Pro 5.2 Node Maintenance	e	MNT-004870-001	$30.00	35.00

ManageWise® 2.7

New

ManageWise 2.7 & Prior Node License	e	LIC-005293-001	$75.00	88.00

Upgrade

Upgrade ManageWise 2.7 & Prior Node License	e	LIC-005293-003	$40.00	47.00

Maintenance

ManageWise 2.7 Node Maintenance	e	MNT-004832-001	$19.00	22.00